



**Government of South Australia**

Department for Transport,  
Energy and Infrastructure

FAMIS Release 2.0.0

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# **Facilities Management Information System**

# **Training Guide and User Manual**



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# Conventions

*This section explains the keyboard functions, mouse actions, and terms used in these training materials.*

## ***Using the Keyboard***

Keys that do not produce a character appear within angle brackets. These keys include:

<i>Function keys</i>	<F1> through <F12>
<i>Booster keys</i>	<Alt>, <Ctrl>, and <Shift>
<i>Pointer Movement keys</i>	<Home>, <Page Up>, <Page Down>, <End>, <Tab>, and the arrow keys
<i>Other Keys</i>	<Backspace>, <Del>, <Ins>, <Caps Lock>, <Esc>, <Enter>, and <Num Lock>

Buttons that appear in dialog boxes and references to data entry fields are shown in bold square brackets. For example:

Choose **[OK]**  
or  
Click in the **[Asset]** field

## ***Using the Mouse***

The following terms are used to describe actions you perform with the mouse.

<i>Click</i>	Press and release the left mouse button.
<i>Right-click</i>	Press and release the right mouse button.
<i>Double-click</i>	Click the left mouse button twice in rapid succession.
<i>Drag</i>	Move the mouse while holding down the left mouse button.
<i>Right-drag</i>	Move the mouse while holding down the right mouse button.
<i>Highlight</i>	Drag the mouse pointer across data, causing the information to appear in reverse video.
<i>Point</i>	Position the mouse pointer on the indicated item.

## ***Terms***

The following terms are descriptions of those used in the training materials:

<i>Choose</i>	Indicated a menu selection or dialog box command button. You can move the mouse pointer over the menu selection or dialog box command button, then click, or execute the appropriate keyboard commands.
<i>Select</i>	Highlights a list box item or activates an option button in a dialog box. Move the mouse pointer over the list box item or option button, then click.
<i>Turn on / Turn off</i>	Activates or deactivates check box options within dialog boxes. Move the mouse pointer over the check box, then click.
<i>Bold Print</i>	Indicates menu or list items that you click on or select.  <i>Example:</i> Choose <b>File Save As....</b>  <i>Example:</i> Select <b>Numeric.</b>
<i>Buttons</i>	Indicate items you click on.  <i>Example:</i> Choose <b>[Insert]</b>
<i>Explanations</i>	Located directly below the step.
<i>Italics</i>	Indicate words or phrases that appear on the computer screen, references to text or a number as itself, or to newly introduced terms.  <i>Example:</i> Change the selected heading from <i>What is the Next Step?</i> to <i>The Next Step.</i>  <i>Example:</i> <i>Footnotes</i> are references printed at the bottom of the page

# Getting Started with FAMIS

## OBJECTIVES

*You will be able to:*

- Understand the function of FAMIS
- Start-up FAMIS
- Move around the FAMIS screens
- Exit FAMIS



## ***Introduction***

The Facilities Management Information System (FAMIS) is a program designed to be used by staff and management who are responsible for the management and implementation of systems pertaining to the Facilities Management Arrangements.

The function of FAMIS is to improve the management of assets through its ability to:

- Enable agencies and sites to procure the following services:

### **Planned Services**

- Preventative Maintenance
- Planned Replacement/Refurbishment Maintenance
- Planned Minor Works

### **Unplanned Services**

- Breakdown Maintenance
- Unplanned Property Services
- Unplanned Replacement/Refurbishment Maintenance
- Unplanned Minor Works

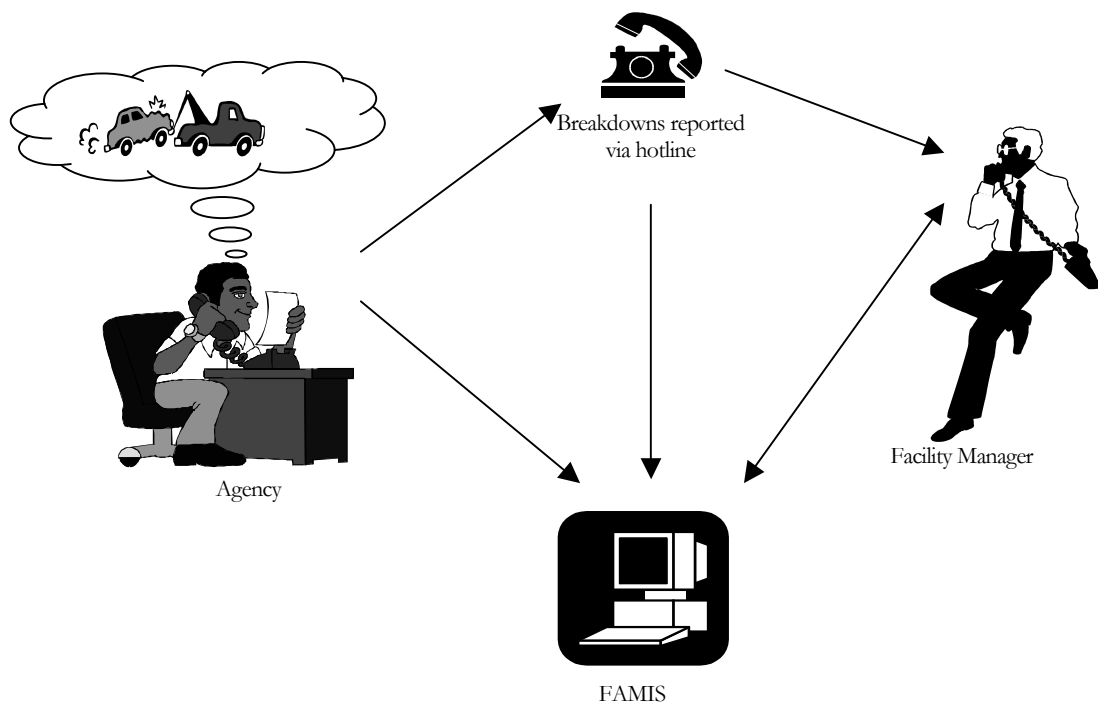
### **Property Services**

- Cleaning Services
- Hygiene Services
- Security Services
- Grounds Maintenance
- Waste Management

- Enable the Agency representatives to follow up on the progress of work requests and allow Agency representatives and Facility Managers to track jobs.
- Store all data relating to the asset/cost centre, the type of work involved, and the labour, materials, equipment and resources used.
- Enable Agencies and sites to accept and approve jobs for payment or dispute work as required.
- Allow Facility Managers to enter two invoices, per month, for completed jobs.

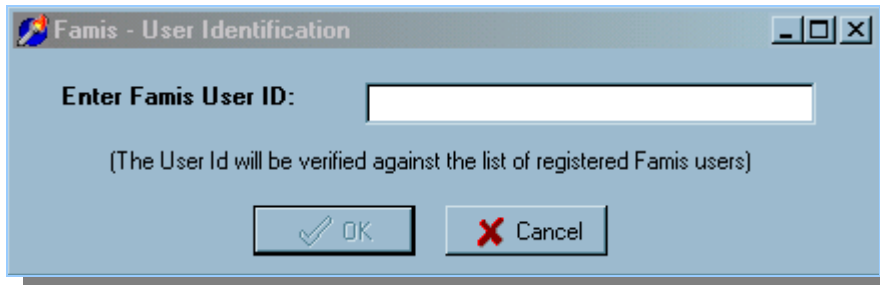
**NOTE:** The FAMIS software has now been extended to work with Assets not covered by the FM Arrangements and located outside the Adelaide metropolitan area.  
This is a *Pilot* situation, limited to selected designated locations.

In FAMIS, when work is submitted by an Agency representative a job number is issued for the work to be done. The details are passed to the Facilities Management Service Provider (FM) for registration with their system. The agency deals directly with the FM. The FM reports to DTEI via a daily file upload which contains claim information and other data requested.

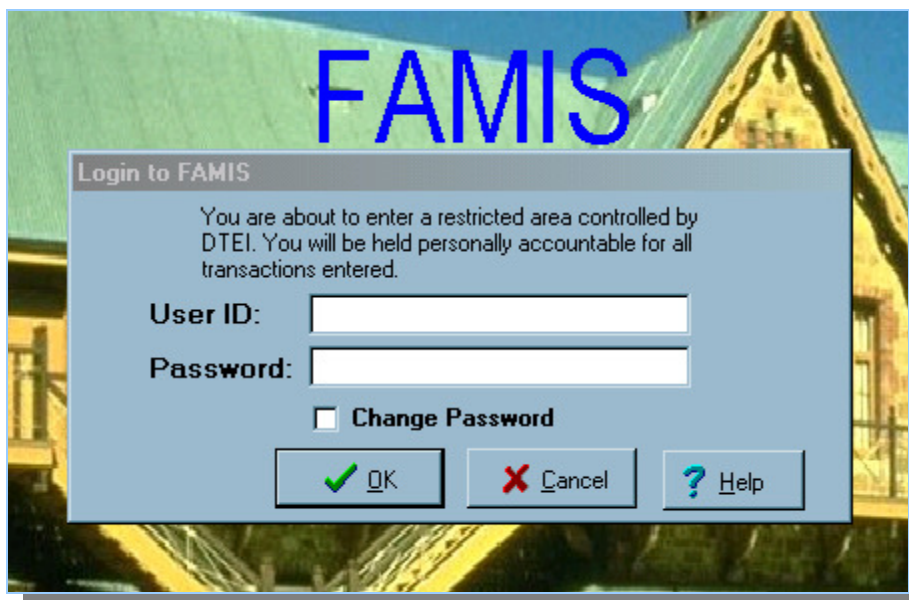


## ***Logging On***

Double-click the FAMIS icon on the computer desktop screen. This opens the **FAMIS – User Identification** window.



1. Enter your User ID and select [✓ OK]



2. Enter your Password and select [✓ OK]

If your User ID is not recognised by the system, an error message will be displayed:  
**Not a Registered FAMIS User.**

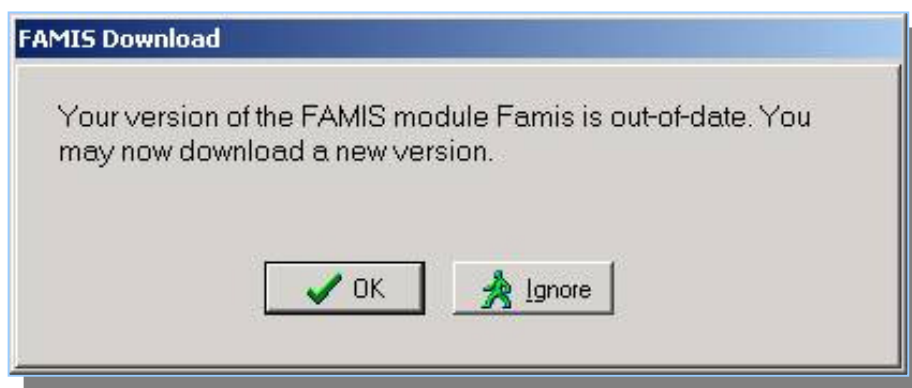


Click [OK], re-enter a correct User ID.

Occasionally during the Log-in process Users are advised that the current version of FAMIS is out-of-date and Users will be prompted by the system to download a NEW FAMIS version.

There may be up to four separate modules included in the new version and Users will be asked for download confirmation for each module.

Download times may vary depending on the speed of the internet connection being used. Normal broadband connection can take approximately 2-3 minutes, however, slower speeds can cause the download process to take up to 45 minutes.



Click [**✓ OK**] to download now (recommended)

or

Click [**Ignore**] to download at a later time

## ***Password Requirements***

To comply with Government Security Guidelines FAMIS requires Users to change and maintain their own Password in accordance with FAMIS Password requirements:

Passwords must comply with the following:

- All Passwords must be 8 characters or more
- All Passwords must contain at least, 1 number, 1 uppercase letter and 1 lowercase letter.
- Users will be prompted to change their Password every 30 days (the system will allow 1 grace login, per User)
- Passwords cannot be re-used until 13 other Passwords have been utilised.

FAMIS will allow 3 login attempts; if you exceed 3 login attempts the system will lock your User access.

Contact the Service Desk by telephone on 8226 1511 or by emailing [business.systems@saugov.sa.gov.au](mailto:business.systems@saugov.sa.gov.au) to re-set and unlock User access.

## The Welcome Screen

Upon login the FAMIS Welcome Screen provides Users with topical information and notices and is structured to provide easy navigation to Assets and associated work tabs.

The screen layout consists of two panes.

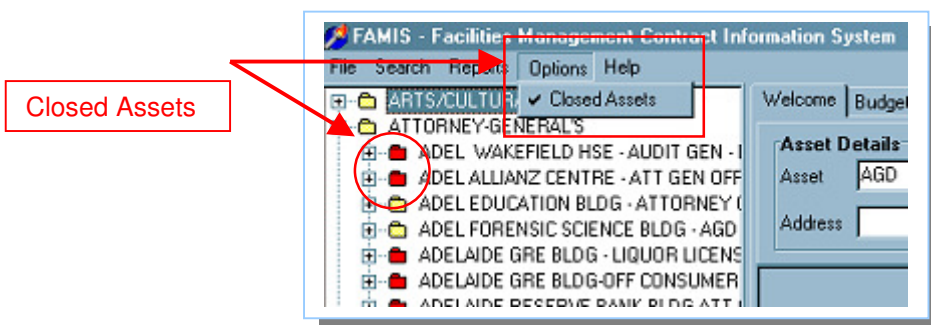
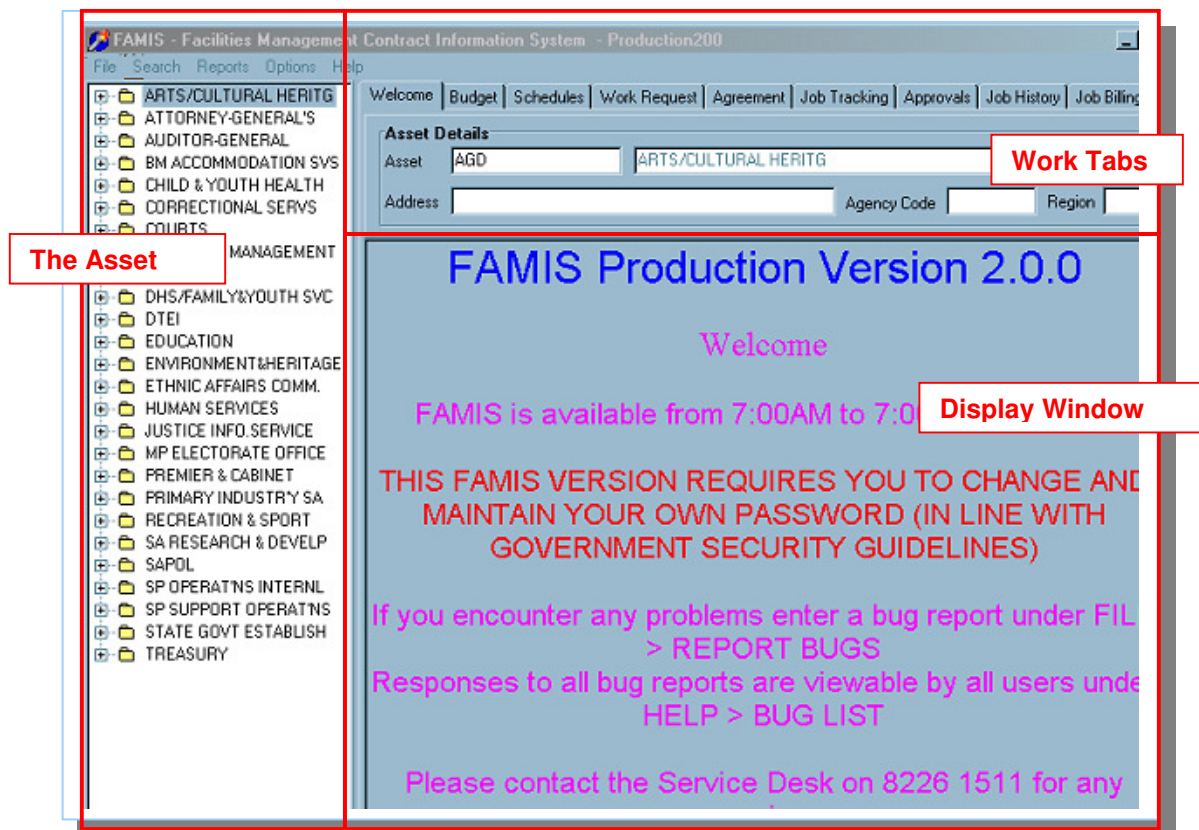
The left pane displays the Agency and Asset List.

The right pane displays fields and information relating to the selected Asset. The display window will vary depending on the work tab selected.

Closed Assets will be displayed with a **red** folder.

To view Closed assets select **[Options]: Closed Assets** from the toolbar Menu.

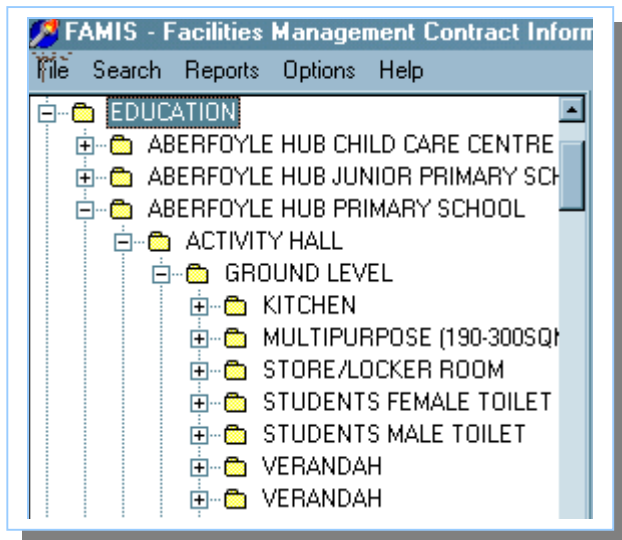
New work **cannot** be created for a Closed asset.



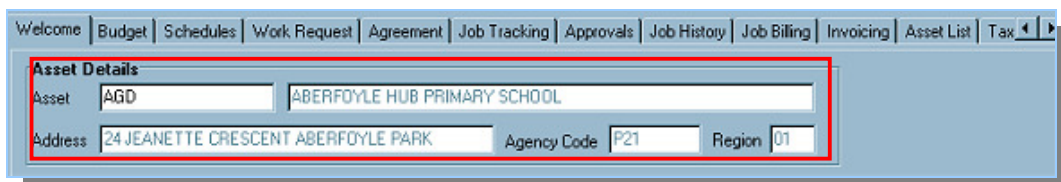
## ***The Asset List***

The Asset list displays in a hierarchical structure where the top most levels display the Agency names. Use the following techniques to display details of the Asset list:

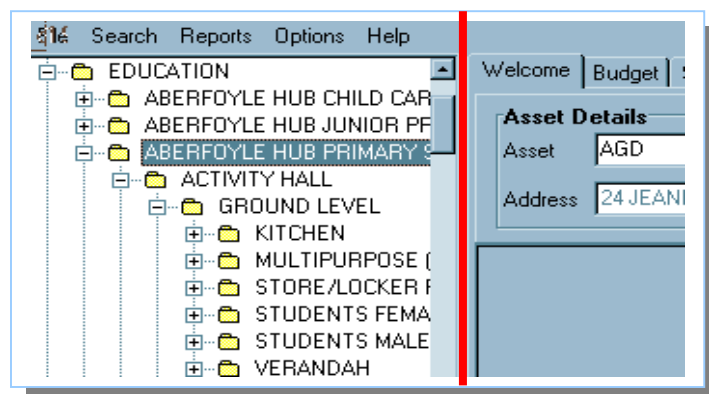
- Click on the (+) to expand/open the selected Asset
- Click on the (-) to close/hide Asset details.
- Double-Click the folder name to quickly expand Asset details.



When an Asset is selected in the Asset List window the Asset Details will display in the Work Tabs windowpane.



- To change the size of either pane, click and drag the vertical split bar between the display panes.



## ***The Work Tabs***

The Work Tab window displays twelve work tabs displaying various information. Tabs available are applicable to a Users access level.

The Work Tabs give access to the following functions:

<i>Welcome</i>	Displays topical information and notices upon login.
<i>Budget</i>	Used to view and edit monthly budgets for Preventative Maintenance and other works.
<i>Schedules</i>	Displays the maintenance schedule and Technical Data Sheet (TDS) number for Preventative Maintenance and Property Services. Displays by work disciplines.
<i>Work Request</i>	Used to enter required data for planned and unplanned work.
<i>Agreement</i>	Used to view a list of planned replacement/refurbishment and planned minor works jobs still awaiting authorisation.
<i>Job Tracking</i>	Displays the status of jobs that are currently in progress, and allows for variations, reworks and costs to be added.
<i>Approvals</i>	Displays a list of tasks awaiting authorisation for payment, and allows for approval or dispute of each job.
<i>Job History</i>	Displays the status of completed jobs.
<i>Job Billing</i>	Similar to Job History but displays all billing details of jobs for an asset.
<i>Invoicing</i>	Used by the FM to allocate invoice numbers.
<i>Asset List</i>	Allows the selection of User specific assets to be displayed in the Asset List next time the User logs on.
<i>Tax Invoice</i>	Used by the FM to authorise payment of job costs, fees and GST for the current period.



## ***Data Entry Techniques, Tips and Hints***

FAMIS data entry can be completed using the mouse or the keyboard to access data entry fields.

### **Using the Keyboard**

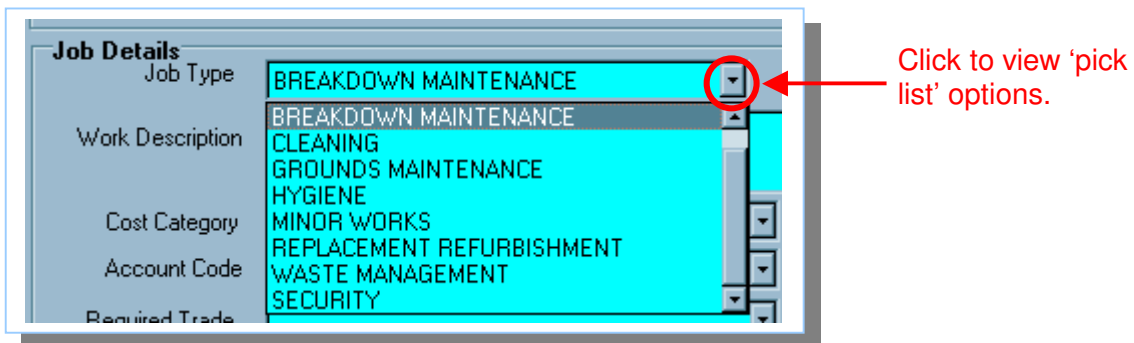
Use the following keys to move around fields in data entry areas.

<b>&lt;TAB&gt;</b>	Move to the next field
<b>&lt;SHIFT&gt; &lt;TAB&gt;</b>	Move to the previous field

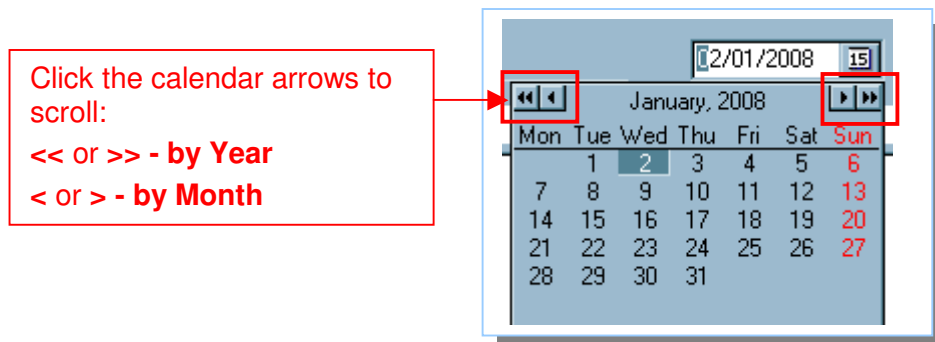
### **Using the Mouse**

There are a variety of techniques you can use when selecting fields with the mouse:

- **Pick List Fields** – Some fields will consist of 'pick lists', i.e.: select from a pre-defined list of options. Click the down arrow to access the list then click to highlight the required entry.



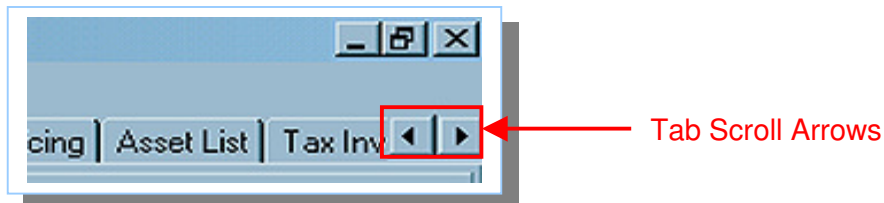
- **Free Text Fields** – Click in the data entry field with the mouse and then type in the required text.
- **Date Fields** – Date fields will display monthly calendars where you can click on the required day to enter the date.  
Use the left or right arrows to scroll through the months and/or years.



## Work Tabs Scroll Arrows

If any of the work tabs are not displaying, Users can use the tab scroll arrows to navigate left or right.

- Click the left scroll arrow to view work tabs on the left.
- Click the right scroll arrow to view work tabs on the right.

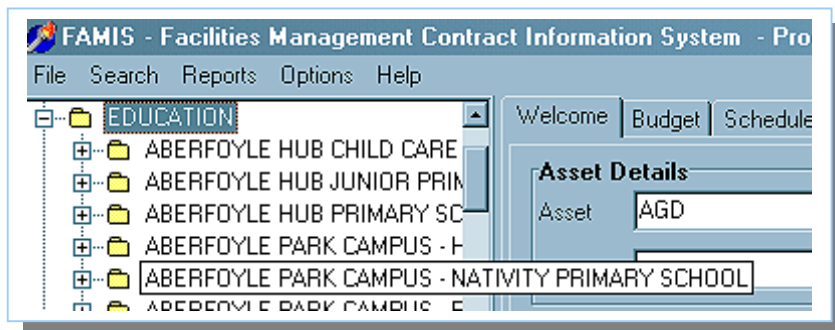


## Text Tips

FAMIS navigation is enhanced by helpful 'text tips'. Text tips will appear as you hover the mouse over certain fields and locations.

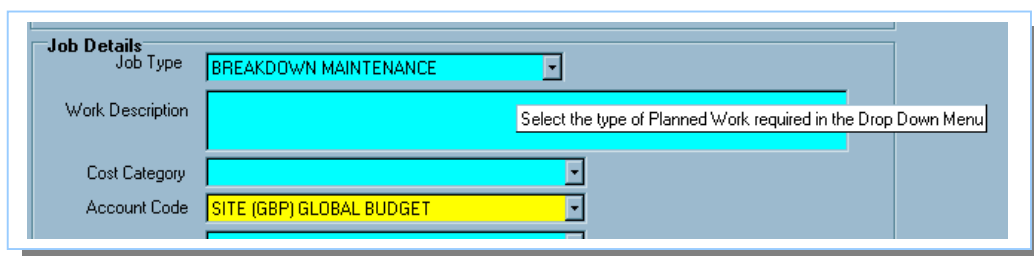
**For example:**

- Hover the mouse over an incomplete Asset Name.



*A text tip displays the full name from the Asset List*

- Move the mouse over a data entry field in the display window.



*A Text tip displays data entry hints for the required field.*

## ***Searching for Assets***

Finding Assets within FAMIS is quick and simple using one of following methods:

### **Navigate to an existing Asset**

1. Click in the **[Asset]** field in the Work Tabs pane.
2. Enter the Agency Code and Asset Number with a dot separator.  
e.g.: TAFE.07754, EDUC.01777
3. Press <Tab> on the keyboard.

FAMIS will display the Asset Details for your selection in the Work Tabs pane.

### **‘Search’ using the Toolbar Menu**

The toolbar Search Menu offers Users several options to locate existing Assets:

1. Click the **Search** Menu
2. Choose search type



#### ***Assets by Name***

1. From the **Search** menu, select **[Assets by Name]**
2. Type in the Asset Name or part name, press <Enter> or click **[Find]**.
3. Results will be displayed, click on the Asset required and click **[Select]**.
4. FAMIS will display the newly selected Asset in the Asset Details section of the Work Tabs pane.

### ***Assets by Number***

1. From the **Search** menu, select **[Assets by Number]**
2. Type in the Asset Number, press **<Enter>** or click **[Find]**.
3. Results will be displayed, click on the Asset required and click the **[Select]** key.
4. FAMIS will display the newly selected Asset in the Asset Details section of the Work Tabs pane.

### ***Assets by Address***

1. From the **Search** menu, select **[Assets by Address]**
2. Type in the Address, or part address, press **<Enter>** or click **[Find]**.
3. Results will be displayed, click on the Asset required and click the **[Select]** key.
4. FAMIS will display the newly selected Asset in the Asset Details section of the Work Tabs pane.

### **Search results table.**

Highlight the required Asset

Code	Description	Address	Region
EDUC.00328	PARKSIDE PRIMARY SCHOOL	12 ROBSART STREET PARKSIDE 5063	03
AGRI.07842	PARKSIDE MINES & ENERGY OFFICE	191 GREENHILL ROAD PARKSIDE 5063	03
	MENTAL HEALTH SERVICES OFFICE-CLOSED	4/52 GLEN OSMOND ROAD PARKSIDE 5063	03

✓ Select

✗ Cancel

Print

? Help

Click [✓Select] to access the Work Tabs pane.  
Click [✗Cancel] to cancel the Search

## Setting up an Asset List

The Asset List in the left-hand pane can be setup to display only those assets a User requires. Once a specific list is setup, FAMIS will record this detail and only display this list of assets in the Asset List pane upon User login.

The **[Asset List]** tab opens with the current active profile.

### To Set-Up the Asset List

1. Select the **[Asset List]** tab from the Work Tabs pane.
2. Click on the **[Clear All]** button.
3. Place a tick in the box next to each asset you require.
4. Click on the **[✓ Submit]** button.

Work Request | Agreement | Job Tracking | Approvals | Job History | Job Billing | Invoice | **Asset List** | Max Invc | ▶

**Asset Details**

Asset: ARTS ARTS/CULTURAL HERITG

Address: Agency Code: Region:

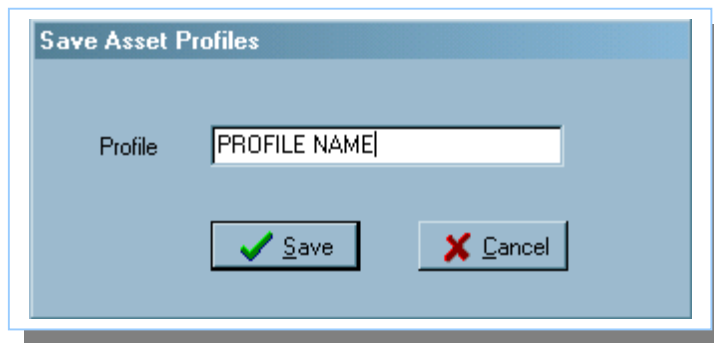
Profile: DEFAULT Show Role

Asset	Description	Agency	Local Id	Pkg
<input checked="" type="checkbox"/>	05459 ADEL EDMUND WRIGHT HOUSE...			03
<input checked="" type="checkbox"/>	05695 ADEL ROMA MITCHELL HSE-OFF...			02
<input checked="" type="checkbox"/>	07145 ADELAIDE CAPITA BUILDING - A...			05
<input checked="" type="checkbox"/>	07651 ADELAIDE NORTH TERRACE AR...			03
<input checked="" type="checkbox"/>	07488 ADELAIDE NORTH TERRACE BU...			02
<input checked="" type="checkbox"/>	05919 ARCHIVE - ADEL EDMUND WRIG...			03
<input checked="" type="checkbox"/>	07683 ARCHIVE - ARTS SA AIRPORT B...			01
<input checked="" type="checkbox"/>	05497 ARCHIVE - NETLEY COMMERCIA...			01
<input checked="" type="checkbox"/>	05343 ARCHIVE - OLD MOTHERS WARD			03
<input checked="" type="checkbox"/>	07678 ARCHIVE NETLEY COMMERCIAL ...			01
<input checked="" type="checkbox"/>	05370 ARCHIVE SA MUSEUM - WHALE ...			03
<input checked="" type="checkbox"/>	06956 ARCHIVES BUILDING			03
<input checked="" type="checkbox"/>	05373 ART GALLERY OF SOUTH AUST...			03
<input checked="" type="checkbox"/>	06808 ARTLAB			03
<input checked="" type="checkbox"/>	05135 ARTS SA			02
<input checked="" type="checkbox"/>	03700 ARTS SA OFFICES			01
<input checked="" type="checkbox"/>	06081 BOLIVAR MACERATION COMPLEX			03
<input checked="" type="checkbox"/>	06658 CARCLEW YOUTH ARTS CENTRE			01

Available: 54 Selected: 54 Profiles...

View All  
View Clear  
View Set  
Clear All  
Set All  
Clear Selected  
Set Selected  
Toggle Selected  
Submit  
Cancel

This opens a **Save Asset Profile** window.



5. Type a new Profile Name and click [**✓ Save**].
6. The next time the User exits and re-enters FAMIS the new Profile will be used and the Asset List pane will display only those Assets included in the new Profile.

**NOTE:** The [**Asset List**] tab is not available to all Users.

### ***To Show Another Profile***

FAMIS allows Users to set up more than one profile. Once set-up Users can alternate between profiles as the need arises.

From the [**Asset List**] Tab:

1. Click the [**Profiles ...**] button.
2. Select another Profile and click the [**Apply**] button.  
The Asset List pane closes down and the new Profile list is displayed.

### ***The [Show Role] button***

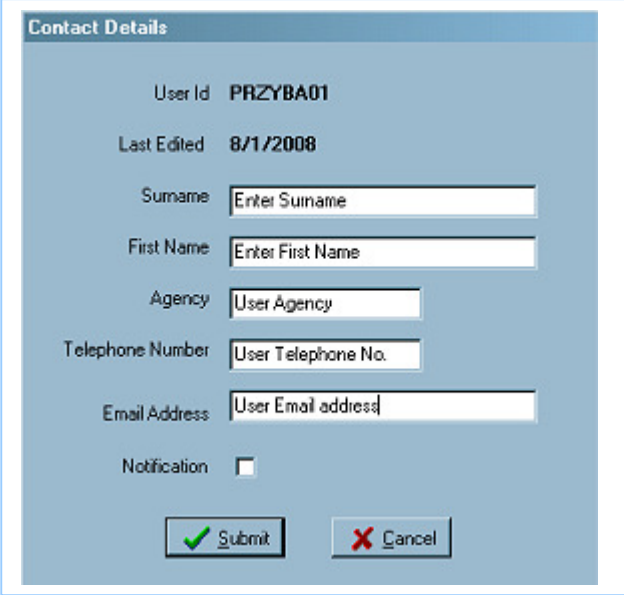
The [**Show Role**] button has been designed for Agencies with a large number of Assets being looked after by several people. It displays all Assets for that User as a crosscheck that each Asset has been assigned and ticked.

## ***User Contact Details***

User Contact Details are stored in FAMIS and should be kept up to date.

To view/update User Contact Details:

1. Open the **F**ile Menu
2. Select **C**ontact **D**etails  
the Contact Details window will open.
3. Update details and click [**✓** **S**ubmit]



**Contact Details**

User Id **PRZYBA01**

Last Edited **8/1/2008**

Surname

First Name

Agency

Telephone Number

Email Address

Notification ☐

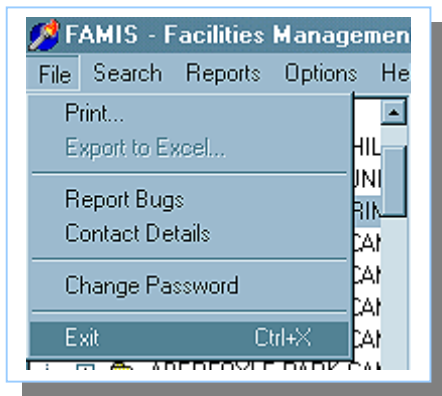
**NOTE:** The Notification check box is not applicable at this time.

## ***Shutdown Procedure***

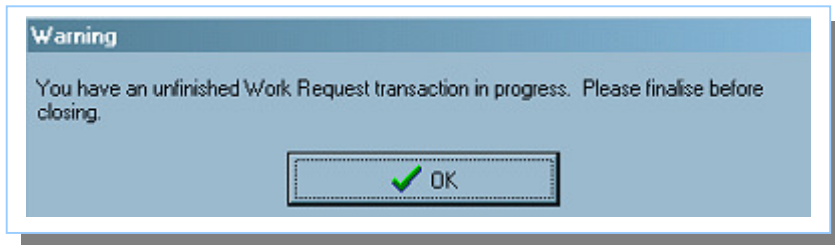
Users should complete any transactions or processes prior to exiting FAMIS.

To exit FAMIS correctly:

1. Open the **F**ile Menu
2. Select **E**xit



A Warning dialogue box will be displayed if any unfinished transactions are in progress.



1. Click [✓ OK]
2. Complete or Cancel any unfinished transactions.
3. Exit FAMIS as per above.



# Work Requests

## OBJECTIVES

*You will be able to:*

- Recognise in the Request Work Tab, which fields are:
  - Required
  - Optional
  - Default Data
  - Selection Data
- Submit a Work Request
- Release Planned Jobs
- Cancel a Work Request

## Request Work

The Work Request screen will display various fields appropriate for the type of work being entered.

Fields are colour coded as follows:

1. White Displays **Asset Details** for the chosen asset.
2. Grey Displays 'default' data that cannot be changed.
3. Blue **Mandatory** Field for data entry.
4. Yellow *Optional* field for data entry.

**NOTE:** Not all of the fields are displayed for some agencies.

Some agencies may only require some of the optional fields to be populated.

The screenshot shows a web-based form titled 'Request Work' with a navigation bar at the top containing links: Welcome, Budget, Schedule, Work Request (active), Agreement, Job Tracking, Approvals, Job History, Job Billing, and Inv. The form is divided into several sections:

- Asset Details:** Contains fields for Asset (EDUC.01775), Address (24 JEANETTE CRESCENT ABERFOYLE PARK), Agency Code (P21), and Region (01).
- Payment Details:** Contains fields for Customer (DEC0000 - DEPT OF EDUC & CHILDRENS SERVS), Local ID (1775), Agency Ref, and General Ref. There are 'Use Last' and 'Use Default' buttons.
- Job Details:** Contains a dropdown for Job Type (BREAKDOWN MAINTENANCE), a text field for Work Description, a dropdown for Cost Category, a dropdown for Account Code (SITE (GBP) GLOBAL BUDGET), a dropdown for Required Trade, a dropdown for Job Priority (5), and a checkbox for Vandal.
- Site Contact Details:** Contains fields for Contact Name and Contact Phone.

At the bottom of the form are buttons: Save As Default, Delete Pending Job(s), Submit, and Cancel.

## ***Unplanned Work***

Unplanned work consists of:

- Breakdown Maintenance
- Unplanned Property Services  
(i.e: Cleaning, Security etc...)
- Unplanned Replacement/Refurbishment work (less than \$11,000)
- Unplanned Minor Works (less than \$11,000)

There are 5 priority levels available, depending on the urgency of the work.

### **Priority 1**

Emergency, immediate less than 30 minutes.

*Highest call out fee and is intended only for emergencies.*

*Attendance is within 30 minutes and can **only be requested by telephone** using the **Hotline**.*

### **Priority 2**

High priority within 2 hours.

*High call out fee and is intended for work of high urgency.*

*Attendance is within 2 hours and can **only be requested by telephone** using the **Hotline**.*

### **Priority 3**

Same day if reported before 1 pm or by 1 pm the next day if reported after 1 pm.

*Lesser call out fee and is intended for most medium urgency jobs.*

*Attendance is same day if reported prior to 1 pm or next day if reported after 1 pm.*

### **Priority 4**

Within 5 working days.

*Lowest call out fee and is for work of a lesser urgency.*

*Attendance is within 5 working days.*

### **Priority 5**

Within 30 days.

*No call out fee and is intended for low priority repairs.*

*Attendance is within a 30-day maximum period.*

*This work is programmed by the FM to maximise their use of resources.*

### How to Request Unplanned Work in FAMIS

1. Select an Asset from the 'Asset List' pane.
2. Select the **[Work Request]** tab from the 'Work Tabs' pane.  
A new form will be displayed in the Display window.
3. Fill in the applicable fields on the work request form.  
**[Agency Ref]** and **[General Ref]** are optional fields and may be used by the Agency to further identify work on invoices.

**NOTE:** Available fields may differ depending on business requirements.

4. Click on the **[✓ Submit]** button to complete the request.

**Select an Asset from the 'Asset List'**

**Fill in the required fields.**

**Click [✓ Submit] to Complete  
or  
Click [X Cancel] to Cancel**

**FAMIS - Facilities Management Contract Information System - Production200**

File Search Reports Options Help

Welcome | Budget | Schedules | **Work Request** | Agreement | Job Tracking | Approvals | Job History | Job Billing

**Asset Details**

Asset: EDUC.01775 ABERFOYLE HUB PRIMARY SCHOOL

Address: 24 JEANETTE CRESCENT ABERFOYLE PARK Agency Code: P21 Region: 01

**Payment Details**

Customer: DEC0000 - DEPT OF EDUC & CHILDRENS SERVS Use Last

Local ID: 1775 Agency Ref: General Ref: Use Default

**Job Details**

Job Type: BREAKDOWN MAINTENANCE

Work Description:

Cost Category:

Account Code: SITE (GBP) GLOBAL BUDGET

Required Trade:

Job Priority: 5 Vandal ☐

**Site Contact Details**

Contact Name: Contact Phone:

Save As Default Delete Pending Job(s) **Submit** **Cancel**

## Planned Work

1. Select an Asset from the 'Asset List' pane.
  2. Select the **[Work Request]** tab from the 'Work Tabs' pane.  
A new form will be displayed in the Display window.
  3. Select the **[Work Type]** under **Job Details**
  4. Select **[Planned]** from the pick list box.
  5. Choose the **[Planned Start date]** and the **[Planned Finish date]**  
Dates must be changed from the default before the **[✓ Release]** button is enabled.
  6. Fill in the required fields on the work request form.  
**[Agency Ref]** and **[General Ref]** are optional fields and may be used by the Agency to further identify work on invoices.
  7. Click on the **[✓ Release]** button to save the job to the agreement list.  
**NOTE:** All Mandatory fields must be populated before the **[✓ Release]** button is enabled.
- FAMIS will automatically advance to the **[Agreement]** tab.
8. On the **[Agreement]** tab, double-click on the newly created job and click on the **[✓ Submit]** button.
- The job will appear in **[Job Tracking]** the following day.

Select an Asset from the 'Asset List'

Fill in the required fields.

Click [✓ Release] to Complete

# Work Agreement

## OBJECTIVES

*You will be able to:*

- Submit authorisation of agreed work.
- Dispute Planned Work
- Access Job details from the Agreement tab.

## Agreement of Works

The **[Agreement]** tab displays a list of schedules, Planned Replacement/Refurbishment works, Planned Minor Works, and Planned Property Services that are yet to be authorised by the agency.

When a submission is made through FAMIS for Planned Work, the Agency **must** authorise the agreement before the work order is issued.  
(NOTE: The FM can dispute this)

When Agreements are authorised by the agency, the Planned Work will appear in the **[Job Tracking]** tab the following day.

The **[Agreement]** tab can display jobs at the Agency Level or for an individual Asset.

The screenshot shows the FAMIS - Facilities Management Contract Information System - Production200 interface. The 'Agreement' tab is selected. The left sidebar shows a tree view of various departments, with 'DETAFE' highlighted. The main area displays a table of pending agreements.

Action	Status	Ident	Asset	Agr...	Work Description
	Pending	679	01656	VAR	TOTAL COST ENTI
	Pending	4	08623	MIN	Attr: Jim Weir - Pal

Asset Details: Asset: TAFE, DETAFE, Address: , Agency Code: , Region: .

Display: PENDING

Agreement Type: ☐ Schedules, ☒ Minor Work, ☐ Programmed Maint., ☐ Property Services, ☐ Advice To Client

Select, Clear, Submit, Cancel

## ***Authorise, Dispute or Delete an Agreement***

1. Select an Asset from the 'Asset List' pane.
2. Select the **[Agreement]** tab from the 'Work Tabs' pane.  
'Pending' is the default **[Display]** type.
3. Click the **[Agreement Type]** radio button to select the required option.

**NOTE:** The radio button will be automatically selected when this screen defaults from the **[Work Request]** screen.

4. Click the **[Select]** button to view 'Pending' jobs.
5. Select the required '**Action**' from the Action pick list.  
'Release' is the default Action for the Pending display type.
6. Double-click on job to be actioned in the display window.  
The system will 'insert' the 'Action' from the Action pick list.
7. Click on the **[✓ Submit]** button.  
This will authorise the work and the job will be available in the **[Job Tracking]** tab the following day.

## ***Clearing an Action***

The **[Clear]** button can be used to remove Action marks from displayed jobs.

1. Select the **[Clear]** button.  
The Action pick list will be removed.
2. Double-click on the job you wish to Clear.
3. Un-select the **[Clear]** button.  
The Action pick list will become active.



## ***Action List Options***

The Action Options pick list will display a variety of available selections. Not all options will be available for **all** Users.

<i>Cancelled by Agency</i>	Displays all jobs cancelled by the Agency.
<i>Cancelled by FM</i>	Displays all jobs cancelled by FMs or DTEI Building Management (BM) Contract Managers.
<i>Disputed</i>	Displays all jobs currently in dispute.
<i>Fixed Price</i>	Displays jobs with a Fixed Price pending.
<i>Held</i>	Displays all jobs on <i>hold</i> pending further information. e.g.: budget approval
<i>Pending</i>	Displays new work waiting to be released. This is the default status.
<i>Pre-Active</i>	Not yet allocated a Job Number and sent to the FM for action.  A combined list of all other choices, takes some time to display.
<i>Released</i>	After release and before being sent to the FM during normal nightly processing.  Allows Users to change the status.

DTEI Building Management (BM) Contract Managers have additional choices available: Active, All, Archived and Completed.

## Amending Work Details

Work Details can be viewed or amended from the [Agreement] screen.

**NOTE:** This option is not be available to **all** Users

1. Right Click on the required job in the **[Agreement]** tab display window.
2. Select '**Amend**' from the sub-menu.  
The Work Details for ..... screen will display.
3. View and/or amend the required details.
4. Select the **[✓ Submit]** button to 'save' or  
Select the **[X Cancel]** button to exit.

Action	Status	Ident	Asset	Agr...	Work Description	
	RELEASE	Pending	120	04339	PGM	Replacement of ba
	RELEASE	Pending	30	07230	PGM	TX valve to APC un

Work Request

Amend

**Work details for 30**

**Asset Details**

Asset

Address  Agency Code  Region

**Payment Details**

Customer

Local ID  Agency Ref  General Ref

**Job Details**

Job Type

Work Description

Cost Category  Estimated Cost

Fixed Price

Work Category

Planned Start date

Planned Finish date

**Site Contact Details**

Contact Name  Contact Phone

# Job Tracking

## OBJECTIVES

*You will be able to:*

- Search for a job using the description.
- View the status of incomplete jobs.
- Add a Job note
- Add an Amendment.
- Add a Variation.
- Request a Rework.
- Add Consultants details.
- Insert a Fixed Price for a Planned job.

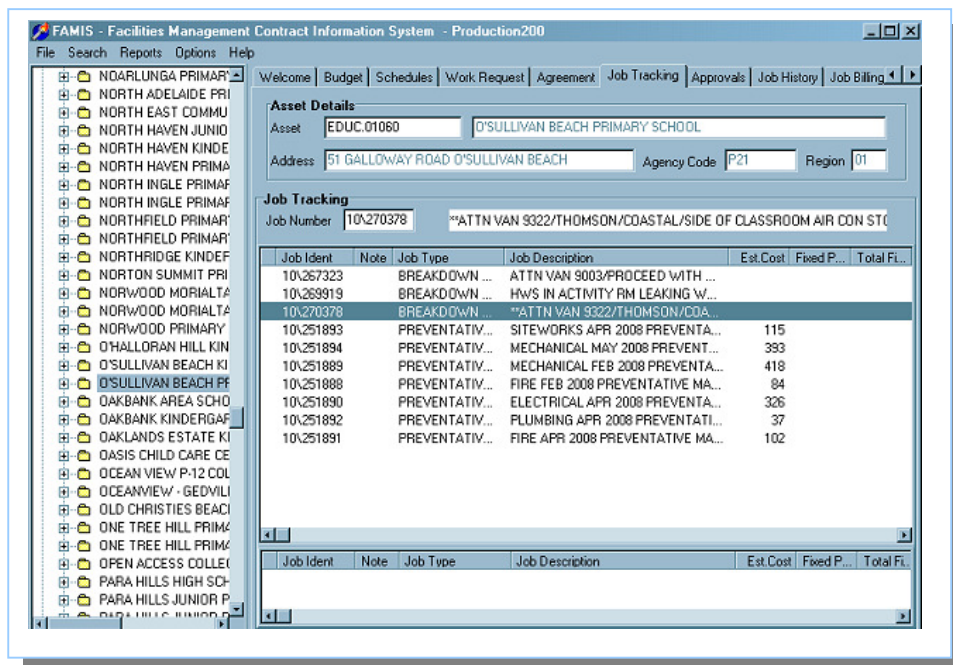
## Tracking Work in FAMIS

When any unplanned work has been submitted, or any planned work has been passed at the agreement stage, the work will appear in [Job Tracking].

Users can utilise many features from the [Job Tracking] tab, such as viewing the status of jobs, submit reworks, variations, consultancies or fixed price requests on Planned (Replacement/Refurbishment or Minor Work) work.

### To view the status of jobs in progress

1. Select the Asset from the 'Asset List' pane.
2. Select the [Job Tracking] tab from the Works Tabs pane.



The display window shows all active jobs for the selected asset.

### Sorting Display Tables

FAMIS display tables can be sorted in either ascending or descending order by clicking on the column heading. Multiple clicks will toggle between ascending and descending order.

## Quick Menu Functions

The **[Job Tracking]** display window provides a 'Quick Menu' to access a range of job information, details and actions.

Right-click on a job description to display the Quick Menu.  
Different Menu items are available depending on the Job Type selected.

The Quick Menu is organised into three sections:  
Search option, Display options, and Actions options.

The screenshot shows the 'Job Tracking' window with the following details:

- Asset Details:** Asset ID: EDUC.00202, Asset Name: ALBERTON PRIMARY SCHOOL, Address: 14 BROAD STREET QUEENSTOWN, Agency Code: F21, Region: 03.
- Job Tracking:** Job Number: 77\270599, Job Description: ATT: ANDREW PARKINSON - DEMOLITION OF BUILDING 17.
- Job List Table:**

Job Ident	Note	Job Type	Job Description	Est Cost	Fixed P...	Total Fi...	CL...	Fi...
77\332501		BREAKDOWN ...	**RPLC 4 X LOUVRES 9/10/07 23.2...				U	
77\332724		MINOR WORKS	ATT: A PARKINSON - EXTERNAL P...	7500	7500	7500	P	11/
77\270599		MINOR WORKS	ATT: ANDREW PARKINSON - DEM...	16885	16885	16885	P	11/
77\337915		MINOR WORKS	ATT: ANDREW PARKINSON. WOF...				P	12/
77\334511		BREAKDOWN ...	ATT: MURRAY PEST CONTROL - E...				U	
77\338568		BREAKDOWN ...	ATTN BRIAN MAYBERRY/RPR/R...				U	
77\326199		MINOR WORKS	ATTN: ANDREW PARKINSON. CP...			25370	P	39/
77\326200		MINOR WORKS	ATTN: ANDREW PARKINSON. DE...			2800	P	39/
77\339933		BREAKDOWN ...	BLD 16 RPR CEILING FAN WITH C...				U	
77\341553		BREAKDOWN ...	BLDG 5,16: PROBLEM WITH MICE				U	
77\291470		MINOR WORKS	DISABLED ACCESS PROVISIONS...			9914	P	36/
77\303881		PREVENTATIV...	ELECTRICAL JAN 2008 PREVENTA...				S	31/
77\303886		PREVENTATIV...	FIRE APR 2008 PREVENTATIVE M...				S	34/
77\303883		PREVENTATIV...	FIRE FEB 2008 PREVENTATIVE M...				S	32/
77\303889		PREVENTATIV...	FIRE MAY 2008 PREVENTATIVE M...				S	35/
77\303877		PREVENTATIV...	FIRE NOV 2007 PREVENTATIVE M...				S	11/
77\303875		PREVENTATIV...	FIRE OCT 2007 PREVENTATIVE M...				S	10/
77\338190		BREAKDOWN ...	GAS LEAK IN NEW GYM				U	
77\303887		PREVENTATIV...	MECHANICAL APR 2008 PREVENT...				S	34/
77\303884		PREVENTATIV...	MECHANICAL FEB 2008 PREVENTA...				S	32/
77\222222		BREAKDOWN ...	MICE IN THE NEW ST BLDG				U	

The context menu for job 77\270599 includes the following options:

- Description Search
- Work Details
- Job Info
- Job Expenses
- Job Billing
- Expense Summary
- Billing Summary
- Account Summary
- Job Note
- Amend
- Variation
- Rework
- Consultants
- Fix Price

## Description Search

The **[Description Search]** allows Users to search for jobs by the Job Description text. The Job Description field can contain up to 160 characters and the content can be searched using keywords that may not be seen from the **[Job Tracking]** display window.

1. Click **[Description Search]**  
a 'Find Job by Description' box will be displayed.
2. Enter a keyword and click **[✓ OK]**
3. Press **[F3]** to repeat the search.

## Display Options

### *Work Details*

Displays details of the work to be carried out.

### *Job Info*

Displays detailed information about the job.

i.e.: Job No., Cost Category, Timelines, Contact details etc...

### *To view or print Work Details or Job Info*

1. Right-click on the job description for the required job.
2. Select the required option from the Quick Menu  
A display window will show the selected option result.
3. Click [✓ OK] to exit  
or  
[ 🖨 Print ] to print a copy of the displayed information.

The screenshot shows a software window titled "Work details for 77\341550". It has a sidebar with tabs: "Asset Details", "Payment", "Job Details", and "Work Details". The "Job Information" tab is active, displaying the following fields:

Asset	EDUC.00976.00			Name	CRAIGMORE HIGH SCHOOL		
Job:	77\341550	Agency Ref		Gen. Ref			
Customer	DEC0000						
Account Code	GBP	Local Id	0976	Agency Code	P21		
Job Type	BREAKDOWN MAINTENANCE			Estimated Cost	\$0		
P/Region	03	Required Trade	LOCKSMITH				
Description	ATT GAWLER LOCK & KEY/TRANSPORTABLE/ CHANGE LOCKS ON DOORS						

At the bottom of the window, there are two buttons: "OK" (with a green checkmark icon) and "Print" (with a printer icon).

## Action Options

### Job Notes

The Job Description field is limited to 160 characters. Users can use the **[Job Note]** field to provide more detailed information or for communication purposes with other parties regarding the selected job.

The Job Notes screen is not colour-coded but ALL fields are required to be populated with data. Job Notes are locked once **[✓ Okay]** is pressed and the Note submitted.

### To enter a Job Note

1. Right-click on the required job to Access Quick Menu.
2. Select **[Job Note]**  
A Job Notes window will be displayed.
3. Click the **[New]** button.  
The Job Note fields will become enabled.
4. Enter the required information.
5. Click **[✓ OK]**  
or  
Click **[X Cancel]** to Exit  
or  
Click **[Print]** to Print  
The Job Note is saved against the Job and referenced by a 'Y' in the Job Note column on the **[Job Tracking]** screen.

The screenshot shows a 'Job Notes' window. At the top, there are fields for 'Asset' (EDUC.00323) and 'Job' (10\261497). Below these is a table with columns: Created, User, Title, Contact, and Phone. The 'Title' field is highlighted in red and contains the text 'ENTER TITLE'. Below the table is a large red text area labeled 'Enter Job Note information'. At the bottom, there are fields for 'Date' (09/01/2008), 'Contact Name' (Enter Contact Name), and 'Phone' (Enter Phone No.). At the very bottom are three buttons: 'New' (with a plus icon), 'Submit' (with a green checkmark icon), and 'Cancel' (with a red X icon). There is also a 'Print' button (with a printer icon) on the right side.

## Amend

Users can **[Amend]** agency information for a job in progress.

### To Amend Work Details

1. Right-click on the required job to Access Quick Menu.
2. Select **[Amend]**  
The Work Details window will be displayed.
3. Complete the required fields
4. . Click **[✓ Submit ]**  
or  
Click **[ X Cancel]** to Exit  
or  
Click **[ Print ]** to Print

**NOTE:** Key fields will be greyed out and cannot be amended.

Work details for 10\261497

**Asset Details**

Asset: EDUC.00323 COORARA PRIMARY SCHOOL

Address: TAYLORS AVENUE MORPHETT VALE Agency Code: P21 Region: 01

**Payment Details**

Customer: DEC0000 - DEPT OF EDUC & CHILDRENS SERVS

Local ID: 0323 Agency Ref: General Ref:

**Job Details**

Job Type: MINOR WORKS PLANNED

Work Description: ALTERATIONS TO RECEPTION AREA & FINANCE OFFICE IN ADMIN BUILDING (BLDNG 1)

Cost Category: IMPROVEMENTS.ADDNS.NEW MAWK(S) Estimated Cost: \$59,354

Account Code: SITE (SPW) FUNDED WORKS Fixed Price: \$59,355

Planned Start date: Thursday, 16 August 2007

Planned Finish date: Thursday, 6 September 2007

**Site Contact Details**

Contact Name: Contact Phone:

Submit Cancel Print




## ***Variation***

Variations can be added to Planned work (i.e.: Replacement/Refurbishment works or Minor Works) **with a Fixed Price**.

Variations are 'attached' to the 'primary' or 'main' Job Number.

The **[Job Tracking]** screen will display variation details in the lower section of the Display Window when the associated Job is highlighted in the table. Refer diagram below.

### ***To Add a Variation***

1. Right-click on the required job to Access Quick Menu.
2. Select **[Variation]**  
The Variation Details window will be displayed.
3. Complete the required fields.  
Key fields will be greyed out and cannot be amended.
4. Ensure to complete the **[Fixed Price]** for the variation.  
The variation 'Fixed Price' will be added to the main job's Fixed Price to give a new **total** 'Fixed Price'  
(The Fixed Price will be provided by the FM)
5. The **[Planned Start Date]** must be changed before the **[✓ Submit ]** button will become enabled.
6. Click **[✓ Submit ]**  
or  
Click **[ X Cancel]** to Exit  
or  
Click **[  Print ]** to Print

## Variation Example:

**Variation Details**

**Asset Details**  
 Asset: EDUC.00825 ELIZABETH NORTH PRIMARY SCHOOL  
 Address: 141 WOODFORD ROAD ELIZABETH NORTH Agency Code: P21 Region: 03

**Job Details**  
 Original job No: 77\339877 Job No: 77\342229  
 Original Description: ATTN DHRU / GEOFF: STAGE 3 INSTALL VERANDAS, RAMPS, STAIRS, DECK AND PAVING ETC FOR THREE NEW DUAL TRANSPORTABLES  
 Description: ATTN DHRU WATSON: ADDITIONAL RUBBLE FILL DUE TO REMOVAL OF POOR SUB BASE SOILS RE TRANSPORTABLE BUILDINGS  
 Type: UNSPECIFIED Estimated Cost: \$5,978 Fixed Price: \$5,978  
 Planned Start: Tuesday, 18 December 2007  
 Planned Finish: Thursday, 31 January 2008

**Site Contact Details**  
 Contact Name: Dick D'Aloia Contact Phone: 8255 2327

Click [✓ OK] to Submit

OK Print

Welcome | Budget | Schedules | Work Request | Agreements | **Job Tracking** | Approvals | Job History | Job Billing | Invoicing | Asset List

**Asset Details**  
 Asset: EDUC.00825 ELIZABETH NORTH PRIMARY SCHOOL  
 Address: 141 WOODFORD ROAD ELIZABETH NORTH Agency Code: P21 Region: 03

**Job Tracking**  
 Job Number: 77\339877 ATTN DHRU / GEOFF: STAGE 3 INSTALL VERANDAS, RAMPS, STAIRS, DEC

Job Ident	Note	Job Type	Job Description	Est. Cost	Fixed P...	Total Fi...	Class
77\306475	PREVENTATIV...	SITEWORKS MAY					
77\333292	MINOR WORKS	ATT: GEOFF ARM					
77\333291	MINOR WORKS	ATTN GEOFF ARM		3830	3830	3830	P 43
77\339876	MINOR WORKS	ATTN DHRU / GEOFF: STAGE 2 CO...		97615	97615	97615	P 46
77\339877	MINOR WORKS	ATTN DHRU / GEOFF: STAGE 3 IN...		100000	100000	105978	P 47
77\342229	MINOR WORKS	ATTN DHRU WATSON: ADD...		5978	5978	5978	P

## Consultancies

Consultancies can only be created and appear on Planned work.  
(i.e. Replacement/Refurbishment work or Minor Work)

### To Add a Consultancy

1. Right-click on the required job to Access Quick Menu.
2. Select **[Consultants]**  
The Consultant Details window will be displayed.
3. Complete the required fields.  
Key fields will be greyed out and cannot be amended.
4. Ensure to complete the **[Fixed Price]** for the consultancy.  
The consultancy 'Fixed Price' will be added to the main job's Fixed Price to give a new **total** 'Fixed Price'  
(The Fixed Price will be provided by the FM)
5. The **[Planned Start Date]** must be changed before the **[✓ Submit ]** button will become enabled.
6. Click **[✓ Submit ]**  
or  
Click **[ X Cancel]** to Exit  
or  
Click **[ Print ]** to Print

The screenshot shows a 'Consultant Details' window with the following sections:

- Asset Details:**
  - Asset: EDUC.01117
  - Address: BANKSIA PARK INTERNATIONAL HIGH SCHOOL
  - Address: 610 MILNE ROAD BANKSIA PARK
  - Agency Code: P21
  - Region: 03
- Job Details:**
  - Original job No: 77341897
  - Original Description: REPAIRS FOLLOWING FLOOD DAMAGE FROM BURST WATER HEATER - ATTN ALAN LOXTON
  - Consultant Description: (Redacted)
  - Type: (Redacted)
  - Estimated Cost: \$0
  - Fixed Price: \$0
  - Planned Start: Thursday, 10 January 2008
  - Planned Finish: Wednesday, 9 January 2008
- Site Contact Details:**
  - Contact Name: (Redacted)
  - Contact Phone: (Redacted)

At the bottom, there are three buttons: **Submit** (with a checkmark icon), **Cancel** (with an X icon), and **Print** (with a printer icon).

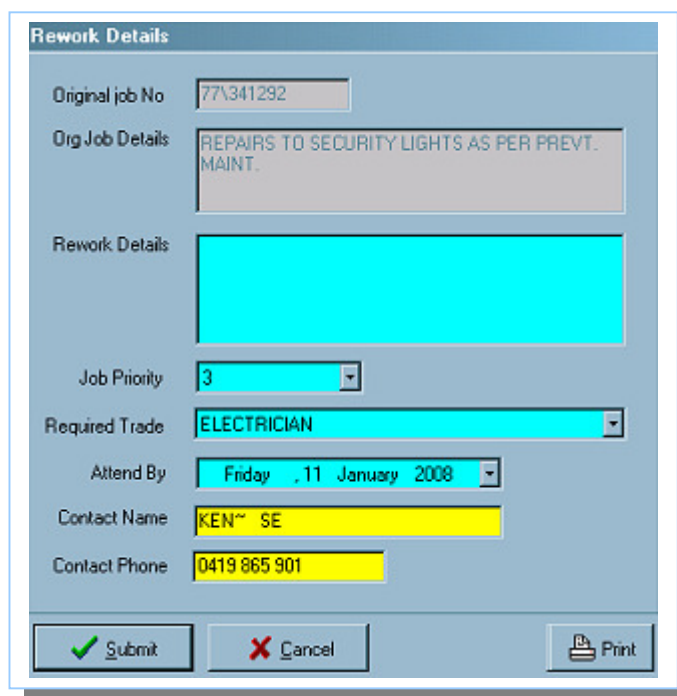
## **Rework**

The Rework feature is used to have work re-done, only if the work was not completed satisfactorily. Reworks are used at the Trade level and can be applied to all classes of jobs.

Reworks will be undertaken by the FM at no cost to the client.

### **To Add a Rework**

1. Right-click on the required job to Access Quick Menu.
2. Select **[Rework]**  
The Rework Details window will be displayed.
3. Complete the required fields.  
Key fields will be greyed out and cannot be amended.
4. Click **[✓ Submit ]**  
or  
Click **[ X Cancel]** to Exit  
or  
Click **[ 𐀀 Print ]** to Print



The screenshot shows a 'Rework Details' window with the following fields and values:

Field	Value
Original job No	77\341292
Org Job Details	REPAIRS TO SECURITY LIGHTS AS PER PREVT. MAINT.
Rework Details	(Empty text area)
Job Priority	3
Required Trade	ELECTRICIAN
Attend By	Friday, 11 January 2008
Contact Name	KEN~ SE
Contact Phone	0419 865 901

At the bottom of the window are three buttons: **Submit** (with a green checkmark icon), **Cancel** (with a red X icon), and **Print** (with a printer icon).

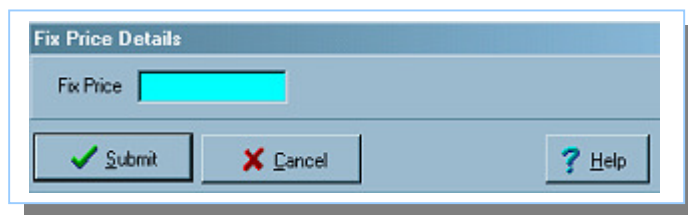
### ***Fix Price***

Fixed Pricing is only available on Planned work.  
(i.e. Planned Replacement/Refurbishment work or Planned Minor Work)

Fixed Pricing is **mandatory** on all Planned work.  
The FM will not be able to make progress claims for work until a Fixed Price is entered.

### ***To enter Fixed Price Details***

1. Right-click on the required job to Access Quick Menu.
2. Select **[Fix Price]**  
The Fix Price Details window will be displayed.
3. Enter the Fixed Price.
4. Click **[✓ Submit ]**  
or  
Click **[ X Cancel]** to Exit



The screenshot shows a software dialog box titled "Fix Price Details". Inside the dialog, there is a label "Fix Price" followed by a text input field with a red border. At the bottom of the dialog, there are three buttons: "Submit" with a green checkmark icon, "Cancel" with a red X icon, and "Help" with a blue question mark icon.

# Approvals

## OBJECTIVES

*You will be able to:*

- Authorise or Dispute Jobs to be Accepted.
- Authorise or Dispute Jobs to be Approved.

## ***Approvals for Payment***

The FM makes financial claims during the month for work completed or in progress through invoices and progress payments. Only claims that have been accepted and approved by the Agency will be included as a payment to the FM at the end of the payment period. (i.e.: twice monthly).

When a claim is received by DTEI BM it must be accepted and approved as soon as possible. The Business Rules associated with the Across Government Facilities Management Arrangements require Government and DTEI BM to pay all claims to the Facilities Management Providers within 30 days of lodgement of the job claims for completed and paid works carried out by the FMs.

DTEI BM has implemented an automatic payment of all claims that have not been accepted or approved for payment after a 30-day period from when the FM put the job claim into FAMIS.

**It is imperative** that Agency representatives at designated locations and Corporate Agency representatives regularly, each week, access FAMIS to accept and approve the FMs work claims to ensure a responsible approval environment for the Across Government Facilities Management Service Agreement.

If a job has been disputed there will not be an automatic payment made. Payment will be made after the client has settled the matter with the FM. If it is necessary to dispute a claim from the FM, a valid reason must be given why the dispute has occurred.

Once a job has been accepted or approved, it will no longer display on that filtered list.

### **IMPORTANT:**

**Acceptance and Approval functions are for financial payment to the FM for work undertaken at the request of the Designated Location.**

**It is NOT the authorisation for an Agency to charge the work to a Designated Location. That is an internal matter between the Agency and the Designated Location, to be decided internally and must not be confused with the payment of the FM as a third party.**

It is important that Designated Locations and/or Agency representatives regularly Accept and Approve jobs for payment.

**FAMIS - Facilities Management Contract Information System - Production200**

File Search Reports Options Help

Welcome | Budget | Schedules | Work Request | Agreement | Job Tracking | Approvals | Job History | Job Billing | Invoicing | Asset List | Tax Invoice | Reject

**Asset Details**

Asset: EDUC 07654 HEWETT PRIMARY SCHOOL

Address: KINGFISHER DRIVE HEWETT Agency Code: P21 Region: 03

Auto App	Job Ident	Note	Claim	Adj	Job Type	C	Asset	Job Description	Work
6 days	77341872	100	BREAKDOWN	...	U	07654	BLDG 4/JP BOYS TILTS/BOWL BRO...	PLUM	
Past Due	77341746	100	BREAKDOWN	...	U	07654	ATT. GAWLER LOCK KEY WESTE...	LOCK	
6 days	77340756	100	BREAKDOWN	...	U	07654	BLDG 4 FRONT OFFICE DOOR CLO...	CARP	
Past Due	77340491	100	BREAKDOWN	...	U	07654	ATT GAWLER LOCK KEY/RM0502...	LOCK	
2 days	77340231	100	BREAKDOWN	...	U	07654	ATT. GRAFFITI BLASTERS - REMO...	GRAF	
3 days	77340191	100	BREAKDOWN	...	U	07654	BLDG 1, RM 20, FLUSHER UNIT C...	PLUM	
6 days	77339623	100	BREAKDOWN	...	U	07654	ATT. GREENE EDEN - TO CHECK...	MECH	
6 days	77336254	100	BREAKDOWN	...	U	07654	ATTN WILLIAMS BLDG1-A/C TOO...	MECH	
	77333080	100	BREAKDOWN	...	U	07654	ATT. ARK ELEC - RPR SPEAKER C...	ELEC	
6 days	77333024	100	BREAKDOWN	...	U	07654	ATT. ARK ELECTRICAL BLDG 5 BRK...	ELEC	
3 days	77312312	100	PREVENTATIV...	S	07654	PLUMBING DEC 2007 PREVENTATI...	CARP		
6 days	77312311	100	PREVENTATIV...	S	07654	MECHANICAL DEC 2007 PREVENT...			

Job Type: ☒ All Jobs ☐ Jobs To Be Accepted ☐ Jobs To Be Approved ☐ Jobs To Be Invoiced ☐ Disputed Jobs

Buttons: Authorise, Dispute, Clear, Submit, Cancel

In line with the Service Level Agreement, jobs are automatically approved for payment 30 days after the claim has been received in FAMIS but the auto approval process is *not* the preferred method of approval.

DTEI BM will provide monthly reports to Agencies detailing all jobs that have been automatically approved for payment.

After 20 days a daily countdown will occur to alert Users of pending auto approval.

**FAMIS - Facilities Management Contract Information System - Production200**

File Search Reports Options Help

Welcome | Budget | Schedules | Work Request | Agreement | Job Tracking | Approvals | Job History | Job Billing | Invoicing | Asset List | Tax Invoice | Reject

**Asset Details**

Asset: EDUC EDUCATION

Address: Agency Code: Region:

Auto App	Job Ident	Note	Claim	Adj	Job Type	C	Asset	Job Description	Work
4 days	77341813	100	BREAKDOWN	...	U	01405	CORELLA/RPR BROKEN WINDOW	GL	
6 days	77341179	100	BREAKDOWN	...	U	07322	"FUSES REMOVED FROM RUSE 9...	ELE	
2 days	77341154	100	BREAKDOWN	...	U	01539	ATTN TOP MARK TIN OF EPDXY U...	CAI	
6 days	77340976	100	BREAKDOWN	...	U	00699	UNBLOCK SINK DRAIN BLDG 24 R...	PL	
2 days	77340922	100	BREAKDOWN	...	U	01405	REDGUM/RPR LOCK TO COMPUT...	LOI	
Past Due	77340470	100	BREAKDOWN	...	U	01898	ATT. MAGILL LOCKSMITHS - RPR L...	LOI	
2 days	77340452	100	BREAKDOWN	...	U	00710	ATTN TOP MARK CLINING/BLDG 3...	GR	
3 days	77340358	100	BREAKDOWN	...	U	01405	WARATAH BLDG - RPR CONTINUA...	PL	
2 days	77340064	100	BREAKDOWN	...	U	00710	ATT. TOP MARK CLEANING - REM...	GR	
6 days	77339942	100	BREAKDOWN	...	U	01405	WATER LEAK TO GREVILLEA YAR...	PL	
6 days	77339801	100	BREAKDOWN	...	U	01405	ATT N/E ELECTRICAL/RP OFFICE...	ELE	
6 days	77339424	100	BREAKDOWN	...	U	01405	CORELLA/SUICE IS LEAKING WIL...	PL	
2 days	77339413	100	BREAKDOWN	...	U	01405	ATT WILLIAMS REF/CORELLA/RP...	ME	
2 days	77339716	100	BREAKDOWN	...	U	00574	RPLCE CRACKED WINDOW RPLC...	GL	
2 days	77338622	100	BREAKDOWN	...	U	01405	ATT NORTH EAST ELECT - INVES...	ELE	
6 days	77338612	100	BREAKDOWN	...	U	01405	ATT ALAN LOCKTON/MSA RPR CON...	BRI	
6 days	77338424	100	BREAKDOWN	...	U	08544	AIR CON TRIPPING CIRCUIT LEAK...	ME	
2 days	77338202	100	BREAKDOWN	...	U	01405	ATTN. ROBERTSONS - BRKN WIND...	GL	
2 days	77337957	100	BREAKDOWN	...	U	01405	ADMIN/CASUARINA/LIGHT SWITC...	ELE	
6 days	77337955	100	BREAKDOWN	...	U	01405	RED GUM BLDG/RPR OOD AIR CON	ME	
6 days	77337556	100	BREAKDOWN	...	U	00574	ATT. P.A.P. PLUMBERS - RPR DR...	PL	
4 days	77337076	100	BREAKDOWN	...	U	00574	"BE TO KINDY - WARD FRONT D.O...	CAI	
Past Due	77334123	100	BREAKDOWN	...	U	00574	ATT DHRU WATSON/WORKS REQ...	PL	
	77334102	100	BREAKDOWN	...	U	00689	METAL COVER OVER INSPECTION...	PL	
	77332445	100	BREAKDOWN	...	U	00574	"ATT NORTHERN SUBURBS GLA...	GL	
	77331275	100	BREAKDOWN	...	U	00574	ATT DHRU WATSON/WELSH LEO...	ELE	
	77330822	100	BREAKDOWN	...	U	00652	SHASHED WINDOWS BLDG 3	GL	
	77330817	100	BREAKDOWN	...	U	00574	"2 SHASHED WINDOWS ON MUSI...	GL	
	77329880	100	BREAKDOWN	...	U	01405	CORREA CLASSROOM RPR GLASS...	GL	
	77324241	1	MINOR WORKS	P	06548	ATT ROB JONES - TREATMENT OF...	ICN		
2 days	77321960	1	MINOR WORKS	P	00797	UPGRADE ENTRY, FOYER HALL B...	ICN		
2 days	77321959	2	MINOR WORKS	P	00797	UPGRADE TOILETS, KITCHEN ST...	ICN		

Job Type: ☒ All Jobs ☐ Jobs To Be Accepted ☐ Jobs To Be Approved ☐ Jobs To Be Invoiced ☐ Disputed Jobs

Buttons: Authorise, Dispute, Clear, Submit, Cancel



## Display Job Details on the Approvals Tab

The [Approvals] display window provides a 'Quick Menu' to access a range of job information, details and billing.

To access the Quick Menu, right-click on the job number to display the Quick Menu then select the required Quick Menu item.

A display window will show the selected option result.

The screenshot shows the 'Approvals' tab in a software application. The top navigation bar includes: Welcome | Budget | Schedules | Work Request | Agreement | Job Tracking | Approvals | Job History | Job Billing | Invoicing | Asset List | Tax Invoice | Report.

**Asset Details**

Asset: EDUC EDUCATION  
Address: Agency Code: Region:

Auto App.	Job Idnt	Note	Claim	Ad	Job Type	C.	Asset	Job Description	Wo.
4 days	77\341819		100		BREAKDOWN ...	U	01405	CORELLA/RPR BROKEN WINDOW	GLA
6 days	77\341179		100		BREAKDOWN ...	U	07322	"FUSES REMOVED FROM FUSE B...	ELE
2 days	77\341154		100		BREAKDOWN ...	U	01539	ATTN:TOP MARK -TIN OF EPOXY U...	CAF
	77\340976		100		BREAKDOWN ...	U	00639	UNBLOCK SINK DRAIN BLDG 24,R...	PL
2 days	77\340922		100		BREAKDOWN ...	U	01405	REDGUM/RPR LOCK TO COMPUT...	LOI
2 days	77\340675		1		MINOR WORKS	P	00801		FOLLO
Past Due	77\340470		100		BREAKDOWN ...	U	01858		RPR L...
2 days	77\340452		100		BREAKDOWN ...	U	00710		LDG 3 ...
3 days	77\340358		100		BREAKDOWN ...	U	01405		NTINUA...
2 days	77\340064		100		BREAKDOWN ...	U	00710		- REM...
	77\339942		100		BREAKDOWN ...	U	01405		A YAR...
6 days	77\339901		100		BREAKDOWN ...	U	01405		FFICE/...
	77\339414		100		BREAKDOWN ...	U	01405		NG WA...
6 days	77\339413		100		BREAKDOWN ...	U	01405		LA/RP...
2 days	77\338716		100		BREAKDOWN ...	U	00574		RPLC...
2 days	77\338622		100		BREAKDOWN ...	U	01405		INVE...
	77\338612		100		BREAKDOWN ...	U	01405		ATT ALAN LOXTON/MSA RPR CON...
6 days	77\338434		100		BREAKDOWN ...	U	06544		AIR CON TRIPPING CIRCUIT LEAK...
	77\338202		100		BREAKDOWN ...	U	01405		ATTN: ROBERTSONS -BRKN WIND...
2 days	77\337857		100		BREAKDOWN ...	U	01405		ADMIN/CASUARINA/LIGHT SwITC...
	77\337855		100		BREAKDOWN ...	U	01405		RED GUM BLDG/RPR DOO AIR CON
	77\337556		100		BREAKDOWN ...	U	00574		ATT. P.A.P. PLUMBERS: -RPR DRIL...
6 days	77\337076		100		BREAKDOWN ...	U	06544		"BE TO KINDY - VAND. FRONT DO...

**Job Type**

☐ All Jobs  
☐ Jobs To Be Accepted  
☒ Jobs To Be Approved  
☐ Jobs To Be Invoiced  
☐ Disputed Jobs

**Work details for 77\340675**

**Asset Details**

Asset: EDUC EDUCATION  
Address: Agency Code: Region:

**Payment Details**

Customer: DEC0000 - DEPT OF EDUC & CHILDRENS SERVS  
Local ID: 0801 Agency Ref: RFF General Ref: RFF1 - 350

**Job Details**

Job Type: MINOR WORKS PLANNED  
Work Description: REINSTATE BUILDING 01A FOLLOWING THE FIRE - ATTN ANDREW PARKINSON  
Cost Category: IMPROVEMENTS.ADDNS.NEW M/WK(S) Estimated Cost: \$22,000  
Account Code: CORP (RFF) RISK - FIRE Fixed Price: \$17,045  
Planned Start date: Monday, 22 October 2007  
Planned Finish date: Monday, 3 December 2007

**Site Contact Details**

Contact Name: Tony Foster Contact Phone: 82261099

## Accept, Approve or Dispute claims for Payment

1. Select the Asset from the 'Asset List' pane.
2. Select the **[Approvals]** tab from the Works Tabs pane.
3. Select the [Job Type] radio button.  
Either **Jobs to be Accepted** or **Jobs to be Approved**.
4. To Authorise, click the **[Authorise]** button, and then double-click any job to be authorised in the display window.

To Dispute, click the **[Dispute]** button and then double-click any job to be disputed in the display window.

The Dispute box will be displayed.

Select a 'reason' from the Dispute pick list.

Click **[✓ Submit]** button.

To Clear an *Authorise* or *Dispute* mark, click the **[Clear]** button then double-click any job where the mark is to be cleared.

5. Once all the required jobs have been marked click the **[✓ Submit]** button to Accept or Approve the selected jobs.

or

**[Cancel]** to clear all marks.

**Select Job Type**

**Double-click the job to be marked**

**Select the Action button**

**Submit or Cancel selections.**

Auto App...	Job Ident	Note	Claim	Adj	Job Type	C.	Asset	Job Description	Wa...
	81\61508		100		BREAKDOWN ...	U	01817	POWER POINT LYING ON GROUND...	EL...
	81\61506		100		BREAKDOWN ...	U	01817	OSHC AIR CONDITIONER IS NOISY	REI
	81\61424		100		BREAKDOWN ...	U	01817	REPAIR EVAP AIR CONDITIONER L...	REI
	81\61377		100		BREAKDOWN ...	U	01817	SPLIT SYSTEM IN G BLOCK COMP...	REI
	81\61363		100		BREAKDOWN ...	U	01817	ADMIN REFRIGERATED AIR CONDI...	REI
	2 days 81\61259		100		BREAKDOWN ...	U	01817	REGLAZE BROKEN WINDOW IN FO...	GL...
	2 days 81\61243		100		BREAKDOWN ...	U	01817	I17 - SPLIT SYSTEM AIR CONDITIO...	REI
	81\61226		100		BREAKDOWN ...	U	01817	THE BUTTON ON THE URN IN THE...	PL...
	81\61212		100		BREAKDOWN ...	U	01817	WATER	PL...
	2 days 81\61195		100		BREAKDOWN ...	U	01817	ALL ROOMS ON ONE SIDE OF E BL...	EL...
	2 days 81\61188		100		BREAKDOWN ...	U	01817	UNBLOCK DRAIN OUTSIDE F BLOC...	PL...
	2 days 81\61151		100		BREAKDOWN ...	U	01817	WATER DRINKING TROUGH HARD...	PL...
	2 days 81\61105		100		BREAKDOWN ...	U	01817	RM 2 EVAP AIR CONDITIONER BLO...	REI
	81\61060		100		BREAKDOWN ...	U	01817	REPLACE RUBBER GLASS SEALA...	GL...
	81\60956		100		BREAKDOWN ...	U	01817	FROM FIRE PREVENT MAINT - REP...	FIR
	Past Due 81\57919		100		PREVENTATIV...	S	01817	FIRE OCT 2007 PREVENTATIVE MA...	
	81\57918		100		PREVENTATIV...	S	01817	ELECTRONICS OCT 2007 PREVEN...	

## ***Clear Disputes on claims for payment***

1. Select the Asset from the 'Asset List' pane.
2. Select the **[Approvals]** tab from the Works Tabs pane.
3. Select the [Job Type] radio button.  
Either **Jobs to be Accepted** or **Jobs to be Approved**.
4. Select the **[Authorise]** button.
5. Double-click any jobs that are to have Disputes cleared.  
Displayed with a red **X** icon.
6. Click the **[✓ Submit]** button.  
or  
**[Cancel]** to clear.

**NOTE:** It is possible to Accept and Dispute claims within the list of claims To Be Accepted, or Approve and Dispute claims within the list of claims To Be Approved.

**Warning:** An error or failure may occur during the updating of multiple claims. If this occurs, only some of the claims will be Accepted, Approved or Disputed. Users should re-select the list of claims to be accepted or approved to determine what claims have been updated and/or failed.

# Job History

## OBJECTIVES

*You will be able to:*

- View the status of Jobs.
- Export information to Excel.

## Job History Details

When any Scheduled, Planned or Unplanned work has been completed, the work will appear in the **[Job History]** tab.

**[Job History]** enables Users to view the status of any completed job, including financial details and/or cancelled jobs for any asset covered by the FM Arrangements.

Details displayed on the **[Job History]** tab are similar to the **[Job Tracking]** tab with an additional feature of a 'between dates' filter, to limit the number of jobs displayed.

Users can only issue a Rework from the **[Job History]** tab; no other changes can be made to the jobs within this display.

### View the history of a completed Job

1. Select the Asset from the 'Asset List' pane.
2. Select the **[Job History]** tab from the Works Tabs pane.
3. Select the Job History fields for your required selections.  
(i.e.: Finished or Created, Date Range, Standard or All)
4. Click the **[Select]** button to display results.

**FAMIS - Facilities Management Contract Information System - Production200**

File Search Reports Options Help

Welcome | Budget | Schedules | Work Request | Agreement | Job Tracking | Appro | **Job History** | Billing | Invoicing | Asset List | Tax Invoice | Report

**Asset Details**

Asset: EDUC.00769 ADELAIDE HIGH SCHOOL

Address: WEST TERRACE ADELAIDE Agency Code: P21 Region: 13

**Job History**

Display: ☒ Created ☐ Finished between 01/10/2007 and 15/01/2008 Select ☐ Standard ☒ All

Job Number: 77342251 BLDG 1/LVL2/RM 217 FRONT DOOR HANDLE NEEDS ATTENTION

Job Id	Note	Job Type	Job Description	Est. Cost	Fixed P.	Total Fl.	Class	Ident	Plan Start	Plan Fin
77332054	BREAKDOWN ...	ATTN: NELSONS-BLDG 1-LEVEL 2 ...					U			
77331828	BREAKDOWN ...	LEVEL 03 BLDG 1 RM 307 - ERADICA...					U			
77331642	BREAKDOWN ...	ATT: CLIMATE CONDITION - BLDG ...					U			
77331375	BREAKDOWN ...	*ASBESTOS ATT CHUBB FIRE/MIK...					U			
77330886	BREAKDOWN ...	BLDG 1-RM 320 GAS TAP IN CHEM ...					U			
77330578	BREAKDOWN ...	BLDG 1-EVAP UNITS REQ PADS O...					U			
77330564	BREAKDOWN ...	BLDG 1-CLIMATE CONDITION COV...					U			
77332498	BREAKDOWN ...	ATT: BCE - BLDGS 1 4 - CHECK EX...					U			
773321827	BREAKDOWN ...	ATT: RIDGEBACK - RPR/RRPC DA...					U			
77330592	MINOR WORKS	EVALUATION OF 18 EVAP ACON U...	6300	4900	4900	P	33		28/06/2007	01/08/...
77330523	PREVENTATIV...	LIFTS JAN 2008 PREVENTATIVE M...				S	1333FR-2007	01/01/2008	31/01/...	
773305820	PREVENTATIV...	MECHANICAL DEC 2007 PREVENT...				S	1333FR-2007	01/12/2007	31/12/...	
773305819	PREVENTATIV...	LIFTS DEC 2007 PREVENTATIVE M...				S	1333FR-2007	01/12/2007	31/12/...	
773305816	PREVENTATIV...	MECHANICAL NOV 2007 PREVENT...				S	1333FR-2007	01/11/2007	30/11/...	
773305815	PREVENTATIV...	LIFTS NOV 2007 PREVENTATIVE M...				S	1333FR-2007	01/11/2007	30/11/...	
773305814	PREVENTATIV...	FIRE NOV 2007 PREVENTATIVE M...				S	1333FR-2007	01/11/2007	30/11/...	
773305813	PREVENTATIV...	MECHANICAL OCT 2007 PREVENT...				S	1333FR-2007	01/10/2007	31/10/...	
773305812	PREVENTATIV...	LIFTS OCT 2007 PREVENTATIVE M...				S	1333FR-2007	01/10/2007	31/10/...	
773305811	PREVENTATIV...	FIRE OCT 2007 PREVENTATIVE MA...				S	1333FR-2007	01/10/2007	31/10/...	
773305810	PREVENTATIV...	BUILDING OCT 2007 PREVENTAIL...				S	1333FR-2007	01/10/2007	31/10/...	
773305809	PREVENTATIV...	MECHANICAL SEP 2007 PREVENT...				S	1333FR-2007	01/09/2007	30/09/...	
773323365	ADVICE TO CLI...	CONSULTING SERVICES TO INVES...	2500	2500	2500	P	31		13/04/2007	20/05/...

Job Id Job Note Job Type Job Description Est. Cost Fixed P. Total Fl. Class Ident Plan Start Plan Fin

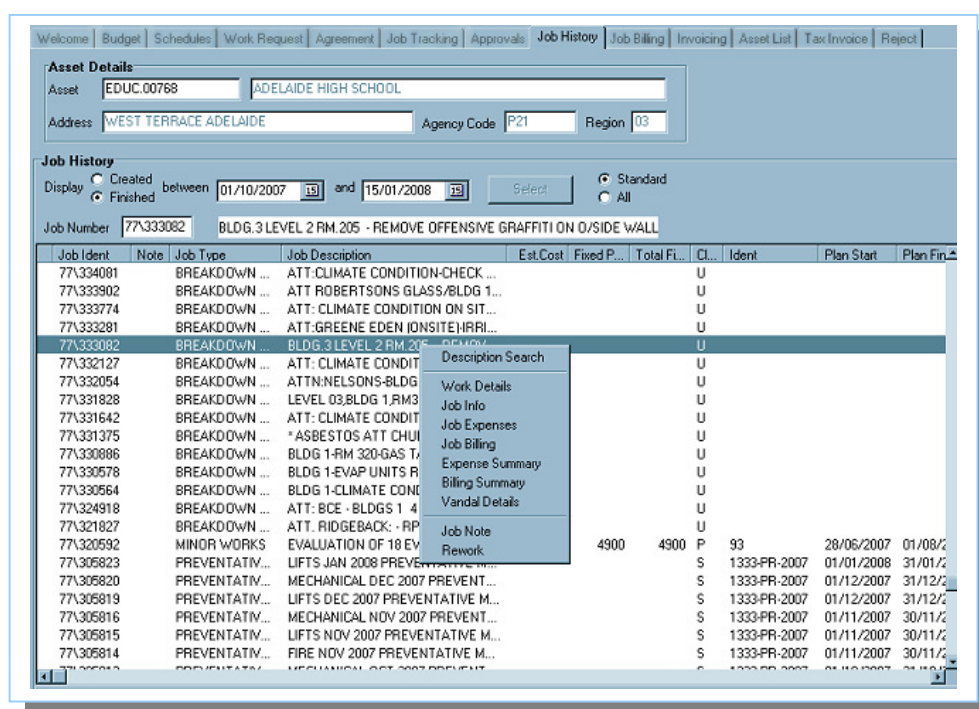
## Sorting Display Tables

FAMIS display tables can be sorted in either ascending or descending order by clicking on the column heading. Multiple clicks will toggle between ascending and descending order.

## Quick Menu Options

The **[Job History]** display window provides a 'Quick Menu' to access information relating to closed jobs, cancelled jobs and financial details, similar to the [Job Tracking] Quick Menu feature.

To access the Quick Menu, Right-click on a job in the display window to display the Quick Menu. Different Menu items are available depending on the Job Type selected.



Use the **[Job History]** Quick Menu to *view* or *print*.

- **Work Details** – Displays details of the work to be carried out.
- **Job Info** – Displays detailed information about the job.  
i.e.: Job No., Cost Category, Timelines, Contact details etc...



## Export information to Excel

Some **[Job History]** Quick Menu items enable the User to export the job details to Excel for further analysis.

Use the **[Job History]** Quick Menu to *export*:

- **Job Expenses** – Displays job expense details.
- **Job Billing** – Displays billing summary information.

### *How to export Job Expenses and/or Job Billing Details to Excel*

1. From the Quick Menu, select the required financial option.  
The selected Details box will be displayed.
2. Select [Export to Excel] button.  
A 'File to Export Job Details to' box will be displayed.  
NOTE the File Type of .csv (Comma Separated Values)
3. Complete the 'save' options and click **[Save]**

The file can now be opened, modified and re-saved as an Excel file.

4. Click **[✓ OK]** to exit.

**Job Expense Details**

Job: 77\328239 ATT: WAYNE HARRIS. REMOVE DANGEROUS TREES AS IDENTIFIED IN TREE AUDIT

Sts	Claim	Adj	Priority	Work Type	Billed	Callout	Labour	Material	Equip
✓	100				8850.00	0.00	0.00	0.00	0.00

**Job Billing Details**

Job: 77\328239 ATT: WAYNE HARRIS. REMOVE DANGEROUS TREES AS IDENTIFIED IN TREE AUDIT

Job Ident	Claim	Adj	Billing Status	Billed Amo...	AR Invoice No	Invoice Date	Export Date
77\328239	100		Billing Completed	8850.00	07FM0009791	24/10/2007 7:02:40 PM	11/12/2007

Buttons: [✓ OK] [Export To Excel]

## Other Available Information from the Quick Menu

Other **[Job History]** Quick Menu items display various expense and billing summaries for each completed job.

Use the **[Job History]** Quick Menu to *view* and/or *print*:

- **Expense Summary** – Displays details of job expenses.
- **Billing Summary** – Displays details of job billings.
- **Account Summary** – Displays an overall account summary.

### Job Expense Summary

Asset	EDUC.00210	Name	ALDGATE PRIMARY SCHOOL		
Job	77\328239	Agency Ref		Gen.Ref	
Customer	DEC0000 - DEPT OF EDUC & CHILDRENS SERVS				
Acct Code	RFB	Local Id	0210	Agency Code	P21
Job Type	MINOR WORKS			Est. Cost	\$8,850.00
Claim No.	100	Inv No.	07FM0009791	Fixed Price	\$8,850.00
Description	ATT: WAYNE HARRIS. REMOVE DANGEROUS TREES AS IDENTIFIED IN TREE AUDIT				

### Job Billing Summary

Asset	EDUC.00210	Name	ALDGATE PRIMARY SCHOOL		
Job	77\328239	Agency Ref		Gen.Ref	
Customer	DEC0000 - DEPT OF EDUC & CHILDRENS SERVS				
Acct Code	RFB	Local Id	0210	Agency Code	P21
Job Type	MINOR WORKS			Est. Cost	\$8,850.00
Last Claim No.	100			Fixed Price	\$8,850.00
				Total Fixed Price	\$8,850.00
Creation Date	30/08/2007 7:00:04 P	Start Date		Finish Date	24/10/2007 2:44:21 P
Description	ATT: WAYNE HARRIS. REMOVE DANGEROUS TREES AS IDENTIFIED IN TREE AUDIT				

Previously Billed	\$8,850.00	Inv No.	07FM0009791
New Claims	\$0.00		
Approved Claims	\$0.00		
Disputed Claims	\$0.00		
Cost To Date	\$8,850.00	Status	COMPLETED

Creation Date: 24/10/2007 7:03:10 P  
Invoice Date: 24/10/2007 7:02:40 P  
Accepted Date: 22/11/2007 12:13:46 P  
Approved Date: 23/11/2007 7:01:41 P  
Disputed Date:   
Accounting Date: 11/12/2007 7:04:58 P  
Status: **Billing Completed**

### Job Account Summary

Asset	EDUC.00210	ALDGATE PRIMARY SCHOOL				
Job	77\328239	ATT: WAYNE HARRIS. REMOVE DANGEROUS TREES AS IDENTIFIED IN TREE AUDIT				

No.	Job	Description	Estimated	Fixed	Agreed	Status	Work Description
<div> Construction <div> MINOR WORKS \$8,850.00 \$8,850.00 30/08/2007 09:51 Job Fixed \$8,850 Total Fixed \$8,850 </div> </div>							
<div> Variations <div> </div> </div>							
Totals			\$8,850.00	\$8,850.00			

No.	Adj	Job	Claimed	Amount	Approved	Status	Paid	Invoice No.
100		328239	24/10/2007 19:02	\$8,850.00	23/11/2007 19:01	Paid	11/12/2007 19:04	07FM0009791

Total Fixed	\$8,850.00	Total Claims	\$8,850.00	Balance	\$0.00
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# Job Billing

## OBJECTIVES

*You will be able to:*

- View the Billing status of Jobs.

## Job Billing Details

The **[Job Billing]** tab displays requests for payments, received from the FMs in various stages, ranging from awaiting acceptance through to completed payment.

### View the Billing details of a Job

1. Select the Asset from the 'Asset List' pane.
2. Select the **[Job Billing]** tab from the Works Tabs pane.
3. Select the Job Billing display option.
4. Select the Date Range from the display calendars
5. Click the **[Select]** button to display results.

Welcome
Budget
Schedules
Work Request
Agreement
Job Tracking
Approvals
Job History
**Job Billing**
Invoicing
Asset List
Tax Invoice
Reject

Asset Details

Asset

EDUC.00202

ALBERTON PRIMARY SCHOOL

Address

14 BROAD STREET QUEENSTOWN

Agency Code

P21

Region

03

Job Billing

Display

All

between

18/10/2007

and

16/01/2008

Select

Job Id	Accepted	Job Type	C	Asset	Job Description	Work Type	Billing Status	Billed Amo.	Est Co
77\3415	Approved	BREAKDOWN ...	U	00202	ATT. NESLONS: - BLDG.1, FRONT ...	LOCKSMITH	To be Accepted	184.99	
77\3404	Disputed	BREAKDOWN ...	U	00202	SECURITY LIGHTS ON NTHN SIDE ...	ELECTRICIAN	To be Accepted	25.40	
77\339525	Billed	BREAKDOWN ...	U	00202	BLD 19 WADU HOT/COLD TAPS MI...	PLUMBER	To be Accepted	136.20	
77\339524	100	BREAKDOWN ...	U	00202	BLD 5 HALLWAY RFR LATCH ON E...	LOCKSMITH	To be Invoiced	89.48	
77\338022	100	BREAKDOWN ...	U	00202	ATTB CHUBB FIRE ON SITE 1X NE...	FIRE CONTROL...	To be Accepted	1693.40	
77\338036	100	BREAKDOWN ...	U	00202	** 1 X SMASHED WINDOW/ DOOR ...	GLAZIER	Billing Completed	355.33	
77\335984	100	BREAKDOWN ...	U	00202	BLUE MAGPIE RFR BROKEN WIND...	GLAZIER	Billing Completed	241.02	
77\335345	100	BREAKDOWN ...	U	00202	ATTN AUSTRAL TREE SERVICES ...	GROUNDS MTCE	To be Invoiced	2640.00	
77\334696	100	BREAKDOWN ...	U	00202	BLDG 5 - SIREN/ALARMS NOT AU...	ELECTRICIAN	To be Accepted	1801.75	
77\334541	100	BREAKDOWN ...	U	00202	POWER POINTS TO FISH TANKS I...	ELECTRICIAN	Billing Completed	75.07	
77\334539	100	BREAKDOWN ...	U	00202	*ASBESTOS* ATTN ANDREW PAR...	CARPENTER	Billing Completed	1241.53	
77\333786	100	BREAKDOWN ...	U	00202	ATTN NELSONS LOCKSMITHS/BE...	LOCKSMITH	Billing Completed	515.97	
77\326199	2	MINOR WORKS	P	00202	ATTN: ANDREW PARKINSON, CPC ...	ICNI	To be Accepted	2895.00	253
77\326199	1	MINOR WORKS	P	00202	ATTN: ANDREW PARKINSON, CPC ...	ICNI	Billing Completed	20475.00	253
77\326198	100	MINOR WORKS	P	00202	ATTN: ANDREW PARKINSON, VER...	ICNI	Billing Completed	2659.00	29
77\325375	100	BREAKDOWN ...	U	00202	ATT IAN CHARLES/REMOVE REPL...	CARPENTER	Billing Completed	1018.30	
77\325374	100	BREAKDOWN ...	U	00202	ATT GRAHAM ZOBEL/ART ROOM...	PLUMBER	To be Invoiced	710.43	
77\322677	100	BREAKDOWN ...	U	00202	ATT WELSH LEO, ART LIBRARY S...	ELECTRICIAN	Billing Completed	324.66	
77\303880	100	PREVENTATIV...	S	00202	MECHANICAL DEC 2007 PREVENT...		To be Accepted	646.32	
77\303879	100	PREVENTATIV...	S	00202	PLUMBING NOV 2007 PREVENTATI...		Billing Completed	136.20	
77\303878	100	PREVENTATIV...	S	00202	MECHANICAL NOV 2007 PREVENT...		Billing Completed	215.44	
77\303876	100	PREVENTATIV...	S	00202	PLUMBING OCT 2007 PREVENTATI...		Billing Completed	110.44	
77\303867	100	PREVENTATIV...	S	00202	ELECTRICAL JUL 2007 PREVENTA...		Billing Completed	183.00	
77\270839	4	MINOR WORKS	P	00202	ATTN: MAX HUNT, TRANSITION P...	ICNI	Billing Completed	69730.00	1000
77\270839	100	MINOR WORKS	P	00202	ATTN: MAX HUNT, TRANSITION P...	ICNI	To be Accepted	14640.00	1000

# Invoicing

## OBJECTIVES

*You will be able to:*

- View Invoices as an Agency.
- View Invoices as an FM.

## View Jobs ready for Invoicing

Once claims have been approved in the [Approvals] tab, they are then ready for Invoicing by the FM.

Claims to be invoiced are visible from both the **[Approvals]** tab and the **[Invoicing]** tab. Access to these tabs is dependant on the User access permissions and may not be available to all Users.

### To view Jobs ready for Invoicing

1. Select the Asset from the 'Asset List' pane.  
Alternatively, Users can select the 'Agency'
2. Select the **[Invoicing]** tab from the Works Tabs pane.
3. Select the **[To be invoiced]** radio button.  
Results will appear in the display window.

**NOTE:** Large lists may take some time to compile results.

4. Select the required jobs from the display window

**Mouse-click** to select individual jobs.

Hold the **<Shift>** and **mouse-click** to select a block of jobs.

Hold the **<Ctrl>** and **mouse-click** to select non-consecutive jobs.

or use the **[Select All]** button to highlight the entire list.

5. View the **Current Invoice Total** of the selected jobs.

Job Ident	Note	Claim	Adj	Job Type	C	Asset	Job Description	Work Type	Billed Amo.	Est Cost	Fe
10/268150		100		BREAKDOWN	U	01775	**ATT 9322 /THOMSONS: REMOV	GRAFFITI REM...	597.00		
10/267636		100		BREAKDOWN	U	01775	TREE BRKN OFF AND RIPPED GU	GROUNDS MTCE	420.25		
10/267624		100		BREAKDOWN	U	01775	ATTN:THOMSONS LIGHTNING CLE	GRAFFITI REM...	625.72		
10/252403		100		PREVENTATV	S	01775	MECHANICAL NOV 2007 PREVENT		681.80	617	

## ***Invoicing Jobs by the FM***

The FMs have a similar view from the **[Invoicing]** tab with additional functionality to raise Invoices.

The FM will select the claims to be included on a Tax Invoice and assign an Invoice Number to the group of claims.

This produces an Invoice for payment to the FMP.

### ***To view Jobs ready for Invoicing***

1. Select the Agency from the 'Asset List' pane.  
Alternatively, Users can select individual Assets.
2. Select the **[Invoicing]** tab from the Works Tabs pane.
3. Select the **[To be invoiced]** radio button.  
Results will appear in the display window.

**NOTE:** Large lists may take some time to compile results.

4. Select the required jobs from the display window

**Mouse-click** to select individual jobs.

Hold the **<Shift>** and **mouse-click** to select a block of jobs.

Hold the **<Ctrl>** and **mouse-click** to select non-consecutive jobs.

or use the **[Select All]** button to highlight the entire list.

5. Click on the **[Invoice]** button.  
The **Invoice Jobs** box will be displayed.

6. Enter the Invoice Number.

7. Click the **[✓ Submit]** button.

or

**[Cancel]** to exit.

## FM Invoicing

**FAMIS - Facilities Management Contract Information System - Production200**

File Search Reports Options Help

Welcome | Budget | Schedules | Work Request | Agreement | Job Tracking | Approvals | Job History | Job Billing | Invoicing | Asset List | Tax Invoice | Reject

**Asset Details**

Asset: EDUC EDUCATION

Address: Agency Code: Region:

☐ To be invoiced ☐ Invoices pending ☐ Invoices to be released

Job Ident	Note	Claim	Adj	Job Type	C	Asset	Job Description	Work Type	Billed Amo.	Est Cost
81V1178	100			BREAKDOWN...	U	01817	118 - DOOR WILL NOT UNLOCK - U...	CARPENTER	141.50	
81V1115	100			BREAKDOWN...	U	01817	REFRIGERATED AIR CONDITIONE...	REFRIG MECH...	100.00	
81V1089	100			BREAKDOWN...	U	01817	RM 14 BLD 7 - DUST ROOM - UNAB...	REFRIG MECH...	55.00	
81V1068	100			BREAKDOWN...	U	01817	REPAIR LEAK FROM WATER FOU...	PLUMBER	184.25	
81V0900	100			BREAKDOWN...	U	01817	REPAIR/REPLACE LOCK ON WIND...	CARPENTER	396.35	
81V0811	100			BREAKDOWN...	U	01817	TOILET BOWL IN SPECIAL ED H BL...	PLUMBER	694.16	
81V7919	100			PREVENTATIV...	S	01817	FIRE OCT 2007 PREVENTATIVE M...		390.00	390
81V7917	100			PREVENTATIV...	S	01817	BUILDING OCT 2007 PREVENTATI...		1840.00	1840
81V7914	100			PREVENTATIV...	S	01817	MECHANICAL AUG 2007 PREVENT...		255.00	255
81V6320								IN...	GLAZIER	621.31
77V342529								PR B...	GLAZIER	204.99
77V342637								CE 2...	GLAZIER	115.81
77V342613										
77V342610										
77V342602										
77V342594										
77V342370										
77V342306										
77V342283										
77V342258										
77V342255										
77V342252	100			BREAKDOWN...	U	01482	IR141076/ATT NORTHERN SUBUR...	GLAZIER	200.09	
77V342164	100			BREAKDOWN...	U	01011	BLDG 18/RM MOT/CIRCUIT BREAK...	ELECTRICIAN	357.83	
77V342137	100			BREAKDOWN...	U	01012	IR141055/BLDG 1A ADMIN LVL 1 R...	GLAZIER	181.81	
77V342013	100			BREAKDOWN...	U	01012	ATT. ECS - TO CLEAN UP GLASS I...	CLEANER	132.00	
77V341927	100			BREAKDOWN...	U	01028	REMOVE GRAFFITI AROUND SCH...	GRAFFITI REM...	1751.65	
77V341949	100			BREAKDOWN...	U	01129	BLDG 3 RM 16, REPR HOLE IN WA...	CARPENTER	245.97	
77V341788	100			BREAKDOWN...	U	01011	BLDG 18, REPLC BROKEN GLASS I...	GLAZIER	164.09	
77V341755	100			BREAKDOWN...	U	01099	ATT A5 SEC RESET SECURITY SY...	ELECTRONICS ...	96.66	
77V341749	100			BREAKDOWN...	U	01005	BLDG 3 - ADMIN A/C LEAKING WA...	MECHANICAL T...	51.84	
77V341746	100			BREAKDOWN...	U	07854	ATT. GAWLER LOCK & KEY, WEST...	LOCKSMITH	58.05	
77V341737	100			BREAKDOWN...	U	01137	IR141022/REPLACE BROKEN STE...	PLUMBER	450.97	
77V341735	100			BREAKDOWN...	U	01137	IR141022/REPLACE BROKEN STE...	GLAZIER	183.75	

**Invoice Jobs**

Vendor to Pay: [INVOICENQ]

Invoice No: [INVOICENQ]

Select All Clear Selection Current Invoice Total: \$708,372.35

Enter the Invoice No.

Invoice Amount

# Work Schedules

## OBJECTIVES

*You will be able to:*

- View the schedules of Preventative Maintenance work.
- View the schedules of Property Services.

## Work Schedule Details

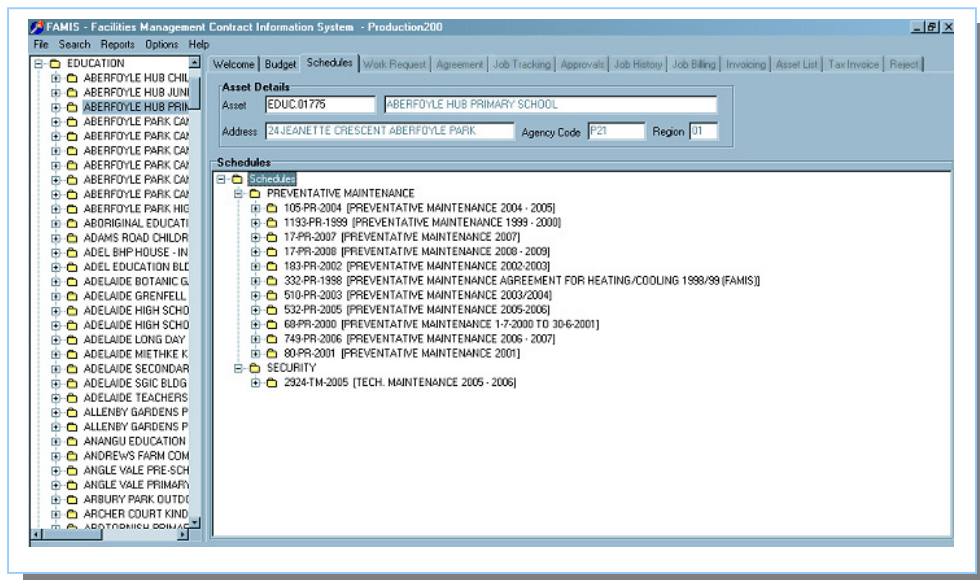
At any time, Users can view all schedules for an Asset including past and current years programs.

The work schedules for Preventative Maintenance work and Property Services, as identified in the Technical Data Sheets (TDS), shows a break-up of each program by service discipline.

### View a Schedule of Work

1. Select the Asset from the 'Asset List' pane.
  2. Select the **[Schedule]** tab from the Works Tabs pane.
  3. Open the Schedule list from the display window by clicking on the (+) to expand the selection.
  4. Open the required Schedule Type by clicking on the (+) to expand the selection.
- Each recorded schedule will be displayed.

Schedules are displayed by Specification Id and Description.





## View Schedule Details

1. Click on a Specification Identification in the display window.  
The Schedule content details will be displayed in the lower display pane.
2. Click on the Schedule (+) to display the associated work disciplines.  
(Click the (-) to close/hide the selection)
3. Alternatively, Users can double-click the Specification Id to select and display the associated work disciplines.

**FAMIS - Facilities Management Contract Information System - Production200**

File Search Reports Options Help

Welcome Budget Schedules Work Request Agreement Job Tracking Approvals Job History Job Billing

**Asset Details**

Asset: ARTS.05373 ART GALLERY OF SOUTH AUSTRALIA

Address: NORTH TERRACE ADELAIDE Agency Code: Region: 03

**Schedules**

- CLEANING
- GROUND'S MAINTENANCE
- HYGIENE
- PREVENTATIVE MAINTENANCE
  - 1128-PR-1999 [PREVENTATIVE MAINTENANCE AUG.1999 TO JUN.2000]
  - 1238-PR-2002 [Preventative Maintenance 2002/2003]
  - 131-PR-1998 [PREVENTATIVE MAINTENANCE AGREEMENT FOR MAY AND JUNE 1998 (FAMIS)]
  - 1696-PR-2003 [PREVENTATIVE MAINTENANCE 2003/2004]
  - 1752-PR-2007 [PREVENTATIVE MAINTENANCE 2007-2008]**
  - 1928-PR-2006 [PREVENTATIVE MAINTENANCE - ARTS - ART GALLERY OF SOUTH AUSTRALIA]

**Specification** 1752-PR-2007 PREVENTATIVE MAINTENANCE 2007-2008

**Job Type** PR PREVENTATIVE MAINTENANCE **Local Id.**

**Customer** ART0000 **Agency Ref.** 2113408651 **General Ref.**

**Start Date** 01/07/2007 **End Date** 30/06/2008 **Account Code**

**Creation** 14/06/2007 7:06 **Agreement** 19/06/2007 8:46:3 **Dispute** **Estimated Cost** \$107,939.00

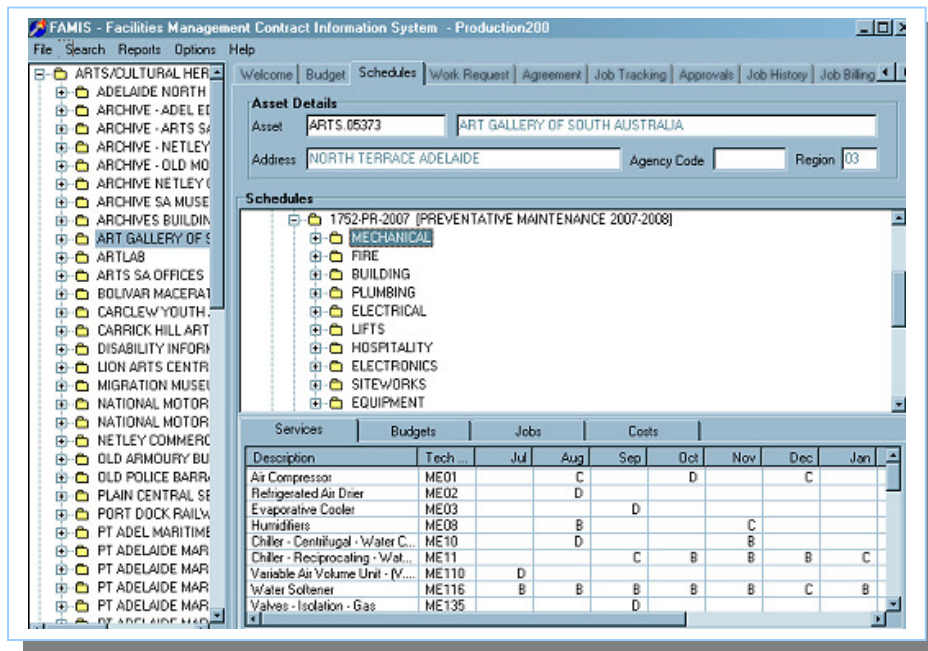
**Date** **User Id** EVENTS.PROCE brevan01 **Actual Cost** \$39,144.81 **Region** 03

4. Click on a Discipline Name in the display window.  
The Discipline program details will be displayed in the lower display pane.
5. Click on the Discipline (+) to display the discipline items.  
(Click the (-) to close/hide the selection)

Alternatively, Users can double-click the Discipline Name to select and display the associated discipline items.

The available tabs in the lower display pane are dependent on the User access permissions and will be different for certain Users.

- Agency User access will display the **[Services]** and **[Jobs]** tabs.
- DTEI BM Contract Managers and Facilities Managers access will display other Facilities Management related tabs.



# Budgets

## OBJECTIVES

*You will be able to:*

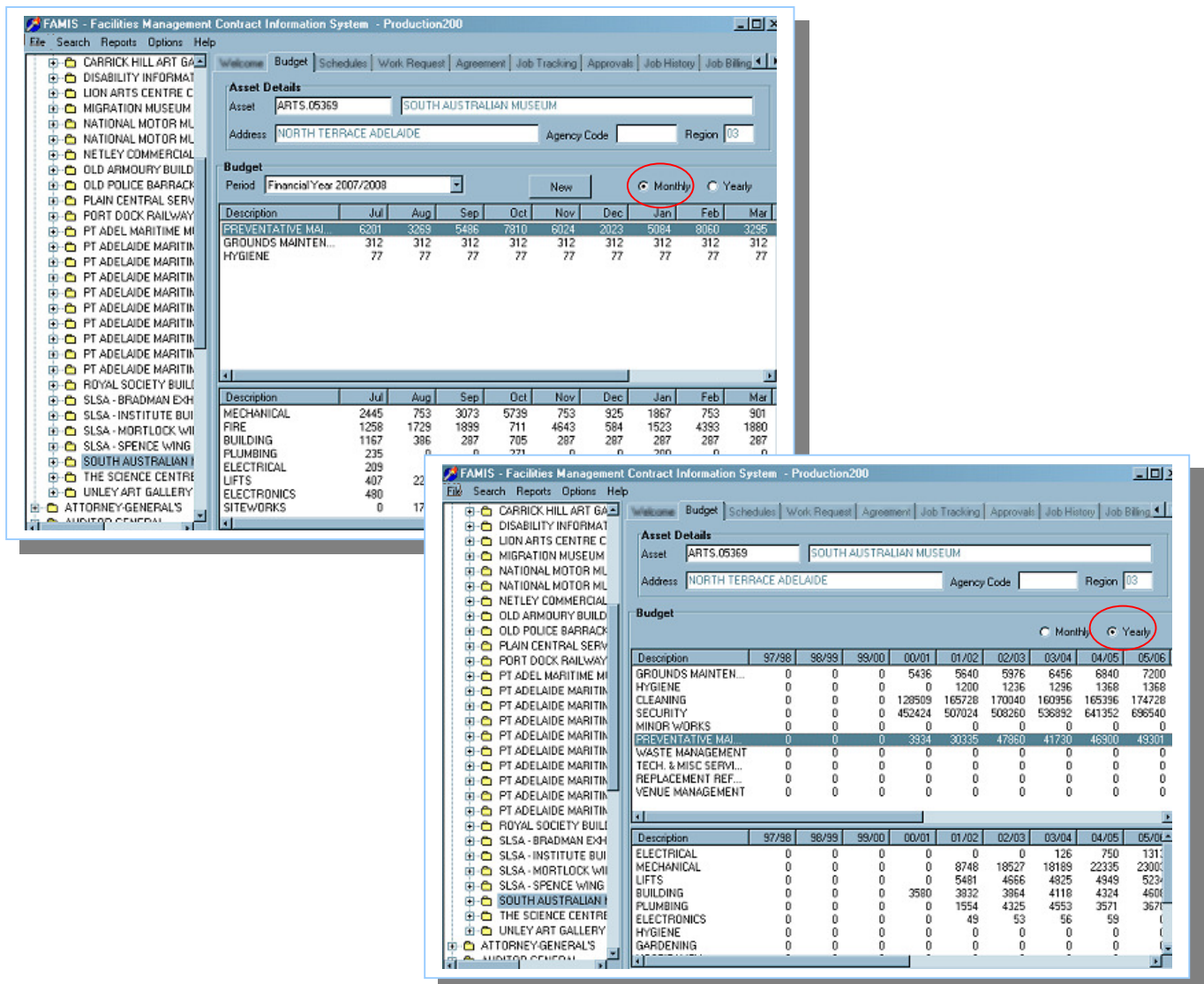
- View Budgets by month or year.

## Budget Details

Users can view Budgets for each type of job and for each month of the year. Budgets are available for Preventative Maintenance and Property Services and can also display aggregate budgets by discipline.

## View Budgets

1. Select the Asset from the 'Asset List' pane.
2. Select the **[Budget]** tab from the Works Tabs pane.
3. Select the Budget period from the **[Period]** pick list.
4. Select the view option radio button.  
**Monthly**      or      **Yearly**
5. Click to select a program Description in the display window.  
Results will be displayed in the bottom display window.



# Troubleshooting

## OBJECTIVES

*You will be able to:*

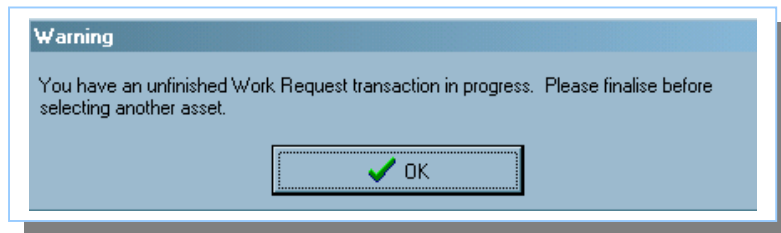
- Recognise error messages.
- View Reported Bugs.
- Enter a New Bug Report.
- Display the About Screen.
- View the New Features text file.

## Error Messages

Error messages appear when the system cannot complete a task due to incomplete transactions being present on a previous asset.

Error messages will be displayed in a FAMIS box with a description and/or prompt to correct the problem.

1. Take note of the action required.
2. Click [✓ OK] to exit the FAMIS error message box.
3. Navigate and correct the error.

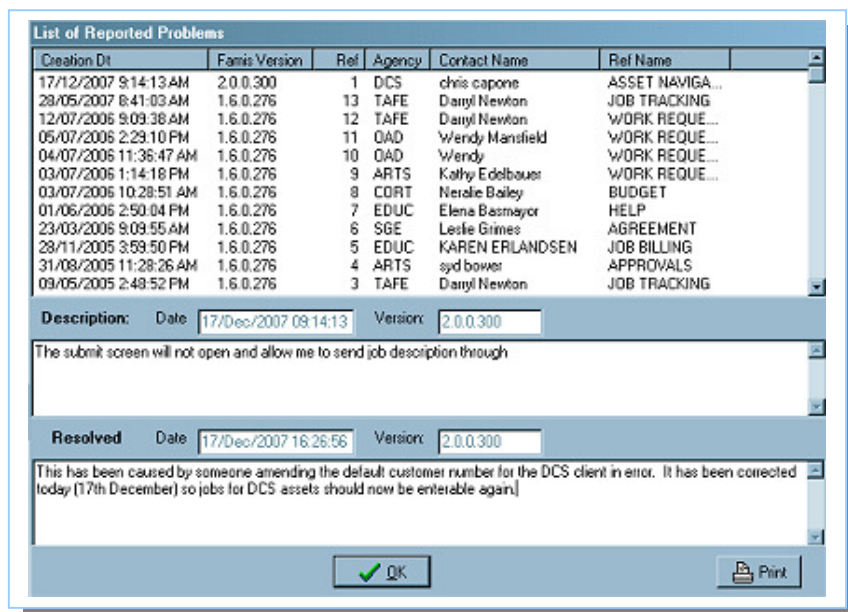


## Bugs

With an intended attempt to assist Users with overcoming problems with FAMIS, Users can view a list of previously reported problems using the system **[Bug List]**. This list provides a description and resolution for each Bug.

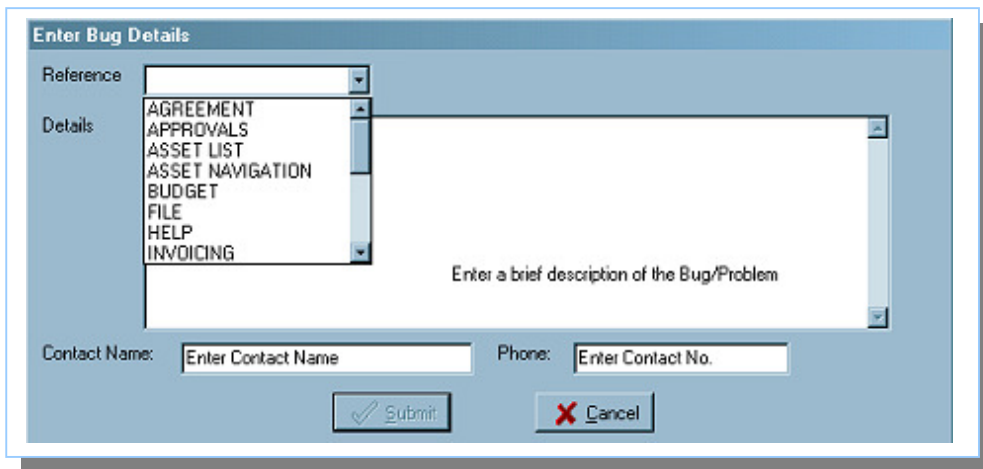
### To access the system Bug List

1. Click on the **Help** Menu.
2. Select **[Bug List]** from the Help Menu list.  
A 'List of Reported Problems' box will be displayed.



## How to enter a new Bug or Problem

1. Click on the **File** Menu.
2. Select **Report Bugs**.
3. Select a Reference from the **[Reference]** pick list.
4. Enter a brief description of the problem in the **[Details]** box.  
Include your name and contact phone number.
5. Click on the **[✓ Submit]** button to report the Bug.



The 'Enter Bug Details' dialog box is shown. It has a 'Reference' dropdown menu and a 'Details' text area. The 'Details' text area contains the text 'Enter a brief description of the Bug/Problem'. Below the text area are two input fields: 'Contact Name: Enter Contact Name' and 'Phone: Enter Contact No.'. At the bottom are two buttons: 'Submit' (with a checkmark icon) and 'Cancel' (with an 'X' icon).

## ***View the 'About' screen***

The About Screen displays information about FAMIS, including the current Version Release and the FM Contact details.

1. Click on the **Help** Menu.
2. Select the **About** option.



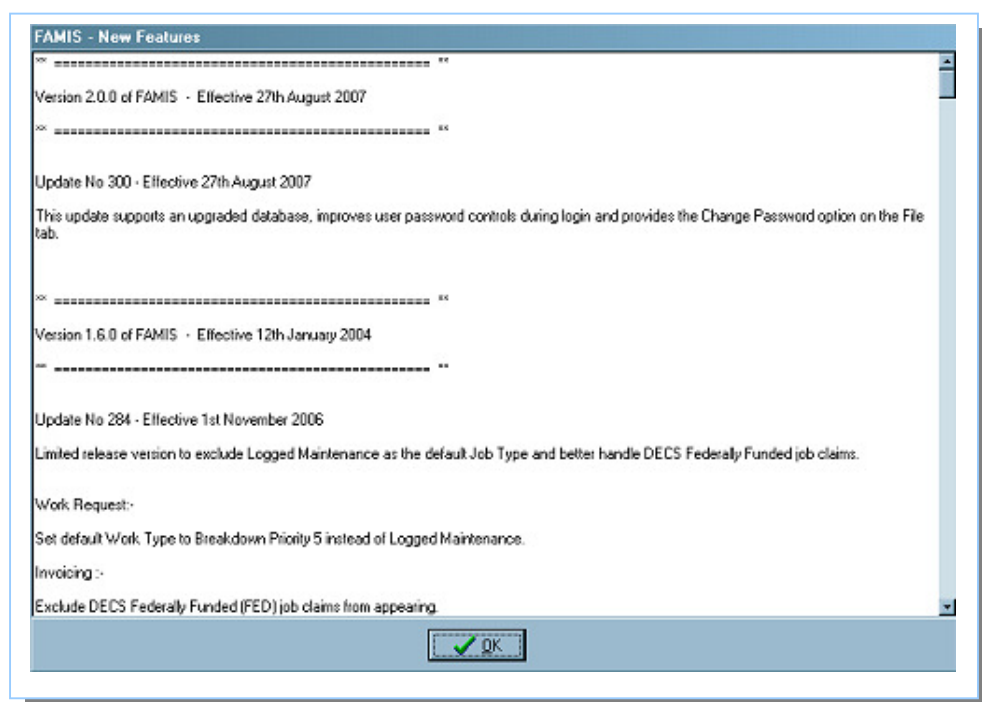
The 'FAMIS - Facilities Management Contract Information System' About screen is shown. It displays the following information:

- FAMIS Release 2.0.0**
- Facilities Services - Region A: (08) 8226 5293
- Spotless - Region B: (08) 8226 5295
- Spotless - Region C: (08) 8226 5296
- FAMIS Technical Support: (08) 8226 1511
- Build No: 300
- Copyright © 1998-2007 DTEI
- OK button (with a checkmark icon)

## ***View the ‘New Features’***

This screen displays a list of new features available in the current version of FAMIS.

1. Click on the **Help** Menu.
2. Select the **New Features** option.





# Reports

## OBJECTIVES

*You will be able to:*

- View the available Reports.

## Report Details

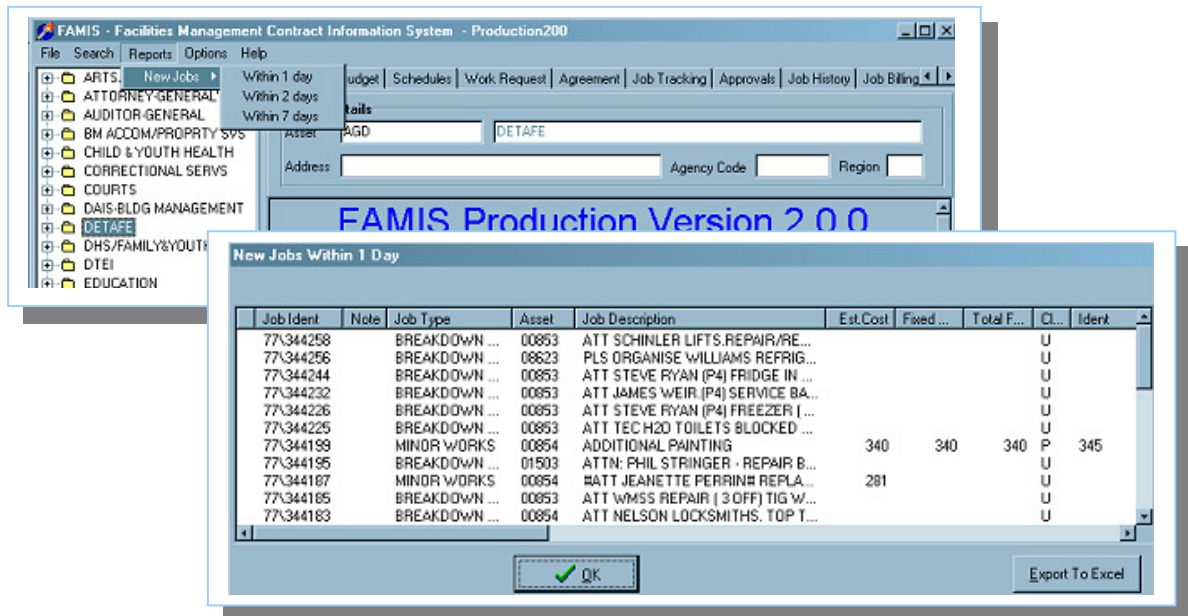
There is a selection of Reports available from FAMIS with the added feature to export the results to Excel for analysis or printing.

### How to access Reports

1. Click on the **Reports** Menu.
2. Select **[New Jobs]** from the Reports Menu.
3. Select the required period from the available selections.  
The results will display in a separate display window.
4. Select the **[Export to Excel]** button.  
Follow the system prompts to save and access the Excel file.

or

Select **[✓ OK]** to exit.



# **FAMIS Release 2.0.0**

## **Training Guide and User Manual**

Department for Transport, Energy and Infrastructure  
Version 5 March 2010

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End of Document

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